

<b>Position Title:</b>	Hotel Services Assistant – Cleaner/Kitchen Assistant
<b>Reports to:</b>	Manager/Director of Nursing - Tatura
<b>Department:</b>	Tatura Campus
<b>Directorate:</b>	Clinical Operations
<b>Cost centre:</b>	R0155
<b>Code &amp; classification:</b>	Hospital Attendant (KG4)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested
<b>Employment conditions:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, and where mandated, against Influenza. Therefore, employment within GV Health is conditional upon evidence of having been vaccinated.

## OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

## OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

### Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

### Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.

### Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.

### Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.

### Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

### Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.



## CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

### ROLE STATEMENT:

The Hotel Services Assistant reports directly to the Manager/Director of Nursing at Tatura campus and is required to be flexible to work across both the cleaning and the kitchen areas of the Hospital and Nursing home.

The position will be responsible for cleaning and maintaining the hospital and nursing home to a level of cleanliness that complies with hospital cleaning procedures and aged care accreditation requirements as well as having the ability to provide quality food service and delivery to clients at Tatura Campus to a standard that complies with both Legislative and Quality Assurance requirements during periods of planned/unplanned leave for the permanent part time staff.

### KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Work as part of a client focused team
- Understand reporting lines within the organisation
- Adhere to GV Health policies and procedures
- Ensure full compliance with all regulations relating to environmental and food services
- Carry out duties as per the relevant duty routines or as directed by the person in charge
- When rostered in Cleaning, to be responsible for ordering of linen and other supplies and receipt and checking of new stock
- When working in the kitchen, to be responsible for efficient plating of meals, preparation of trays, distribution of meals, collection from service areas and cleaning required after each meal service.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.

### QUALITY, SAFETY, RISK and IMPROVEMENT:

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

### OTHER REQUIREMENTS FOR NON-CLINICAL EMPLOYEES:

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities



- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of new staff where appropriate
- Improve performance by seeking feedback, setting goals and participating in performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

### KEY PERFORMANCE INDICATORS:

- Accurately complete any documentation pertaining to cleaning and food safety standards daily
- Demonstrated compliance with Food Safety program.
- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process

### Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

### KEY SELECTION CRITERIA:

#### Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Must hold Food Handlers & Hygiene Certificate
- Good communication skills and demonstrate customer focus
- Ability to work with minimal supervision
- Ability to work in a mixed team environment
- Self-motivated with high level of communication and organisational and time management skills
- Computer literacy at basic level
- Evidence of full immunisation against COVID-19 and Influenza
- Satisfactory National Disability Insurance Scheme Worker Screening Check prior to commencement of employment
- Completion of a Commonwealth of Australia Aged care Statutory Declaration prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

#### Desirable

- Previous work of a similar nature in a health care setting.

### Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

<b>MAINTENANCE, ENVIRONMENTAL SERVICES &amp; FOOD SERVICES</b>
<ul style="list-style-type: none"> <li>▪ food handling</li> <li>▪ manual handling (pushing, pulling, lifting)</li> <li>▪ generic maintenance work, working at heights</li> <li>▪ generic outdoor work</li> <li>▪ operating machinery</li> <li>▪ sitting, standing, bending, reaching, holding, lifting</li> <li>▪ computer work</li> <li>▪ general clerical, computer and some admin work</li> <li>▪ use of personal protective equipment and handling</li> <li>▪ handling general and or infectious waste,</li> <li>▪ working at other locations may be required</li> <li>▪ shift work in some roles</li> <li>▪ waste handling</li> <li>▪ driving motor vehicles</li> <li>▪ dealing with anxious or upset consumers or members of the public</li> <li>▪ Exposure to substances and hazardous materials</li> </ul>

<b>Reviewed by</b>	<b>Manager/Director of Nursing – Tatura campus</b>
<b>Issued</b>	<b>February 2024</b>
<b>Reviewed</b>	<b>February 2025</b>

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_ /\_\_\_\_\_/\_\_\_\_\_

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(Print Name)