

# Position Description

<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>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)

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**GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.**

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).

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## POSITION SUMMARY

The Hotel Services Assistant reports directly to the Manager/Director of Nursing at Tatura Campus. The successful applicant will be required to be flexible to work across both the cleaning and the kitchen areas of the Hospital and Parkvilla Aged Care Facility. The position will predominantly be in the area of cleaning.

The position will be responsible for cleaning and maintaining the hospital and Aged Care Facility which complies with hospital cleaning procedures and Aged Care Accreditation requirements. Will also possess the ability to provide quality food service and delivery to patients and residents. To a standard that complies with both Legislative and Quality Assurance requirements.

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## RESPONSIBILITIES AND DUTIES

**The following duties are inclusive of but not limited to the following:**

- Work as part of a resident/patient 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 patients and residents which 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.

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## **KEY SELECTION CRITERIA**

### **Formal Qualification(s) and Required Registration(s):**

#### **Essential:**

- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and
- 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
- Satisfactory National Disability Insurance Scheme Worker Screening (NDIS) Check prior to commencement of employment

#### **Desirable:**

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

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## **KEY PERFORMANCE INDICATORS**

### **Your performance will be measured through your successful achievement of:**

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- 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

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## **ALL GV HEALTH STAFF ARE REQUIRED TO**

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;

- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- 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;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

## ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Clinical Operations	Hotel Services Assistant
<b>Reviewed by:</b>	Manager/Director of Nursing - Tatura
<b>Issue Date:</b>	July 2025

## ABOUT US

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, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

## OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

## OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

## OUR STRATEGIC PLAN

**The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:**

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

## FOR MORE INFORMATION

**Application tips:** [Application Tips - GV Health](#)

**GV Health:** <https://www.gvhealth.org.au/about/>

**Child Safety and Wellbeing:** [Child Safety and Wellbeing - GV Health](#)

**Living in Goulburn Valley:** [Goulburn | Regional Living Victoria](#)

**GV Community Connector:** [Community Connector Program for Businesses](#)