

## POSITION DESCRIPTION

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|-----------------------------|---|
| <b>Position Title</b>       | Food and Environmental Services Attendant   |
| <b>Directorate</b>          | Corporate Services  |
| <b>Manager</b>              | Support Services Manager  |
| <b>Direct Reports</b>       | No  |
| <b>Enterprise Agreement</b> | Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016-2020 |
| <b>Classification</b>       | IN14  |
| <b>Employment Status</b>    | Refer to your contract  |
| <b>Hours of work</b>        | Refer to your contract  |
| <b>Amendment Date</b>       | April 2023  |

### Our Organisation

Dhelkaya Health is a new health service on Dja Dja Wurrung country; it is the coming together of Castlemaine Health, Maldon Hospital and CHIRP Community Health.

Dhelkaya Health is shaping a better health system for the people of Mount Alexander Shire and beyond, while staying true and local in everything it does.

Dhelkaya Health delivers a diverse range of inpatient, outpatient, aged care, community health and outreach services to Mount Alexander Shire. It also delivers assessment, rehabilitation and allied health services to neighbouring shires. Dhelkaya Health is committed to the quality, accessibility and sustainability of acute, aged and community-based healthcare, and family and housing services.

Dhelkaya Health has campuses in Castlemaine and Maldon.

### Position Overview

To provide assistance in the delivery service of food within the hospital and aged care facilities. Provide patient/resident movement services with a focus on person centred care and to provide a practical oversight of all aspects of Environmental Services within the hospital and aged care facilities.

### Specific Accountabilities

- Assist in food/beverage delivery, and customer service in the hospital and aged care facilities.
- Meets customer needs on an ongoing basis in relation to food/beverage presentation, service and choice.
- Delivers meals/goods to external locations as and when required.
- Reporting of issues relating to safety.
- Participates in the maintenance of the Environmental Services equipment inventory.
- Reports equipment problems and repair needs to the Hotel Services Manager
- Demonstrate correct food storage, food/beverage delivery and waste disposal methods.
- Participates in the prompt and effective resolution of Corrective Action Requests related to Environmental Services.
- Complete food services tasks in the designated work area in accordance with the schedules, policies and procedures, as delegated by the Hotel Services Manager, and in accordance with standards, regulations and guidelines, including the food handling and hygiene guidelines and OHS requirements.
- Active contribution to achieving team objectives.
- Active participation in identifying and solving problems relating to areas of responsibility.
- Ensure customer satisfaction related to food services.

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- Participate in performance appraisals with the Hotel Services Manager
- Demonstrate a positive attitude to the agreed role and responsibilities of the position.
- Understand and protect the rights and needs of the residents.
- Understand and protect the rights and responsibilities of the staff.
- Understand and integrate the values and philosophy of the organisation into work practices.
- Maintains and updates knowledge base to ensure safe practice and effective performance in the workplace.
- Consistently follows organisational and Hotel Services policies and procedures
- Participates in the prompt and effective resolution of Corrective Action Requests related to Food Services and cleaning
- Participates in the establishment, evaluation and review of Food and Environmental Services policies and procedures, aiming for 'best practice', under the direction of the Hotel Services Coordinator.
- Reads and understands new and revised Food Services and organisational policies and procedures as distributed.

Any other duties as required commensurate with the position classification and the employee's skills, knowledge, experience and qualifications.

### Organisational Accountabilities

#### Confidentiality

All staff members must comply with the principles of confidentiality relating to patients, residents, clients and other staff members.

#### Infection Control

All staff members are responsible for minimising the risk of patients, residents, clients, visitors and other staff members acquiring or being exposed to infections arising from activities within the health care environment. Staff members are to support risk management strategies by adhering to relevant Infection Control Guidelines.

#### No-Smoking Policy

To ensure a healthy and safe work environment for staff, volunteers, patients, residents, clients and visitors, smoking is not permitted on health service grounds, in buildings and offices or in any vehicle.

#### Occupational Health & Safety

All staff members have the right to a safe working environment and should advise their direct line manager of any risk or condition likely to result in accident or injury. All staff members have the responsibility to take reasonable care of their own health and safety, to co-operate with OH&S policies, and to participate in appropriate safety education and evaluation activities.

#### Organisational Values

All staff members must demonstrate and uphold their health service's vision, mission and values. This includes accepting accountability and responsibility for their actions, demonstrating a commitment to ongoing education and professional development, and working within current scope of practice.

#### Pre-Employment Security Screening

All staff members must obtain and/or maintain a current and satisfactory National Police Check for the duration of employment. A Working with Children Check and Disability Worker Exclusion Scheme check may also be required for particular positions.

#### Quality Improvement

Staff members are required to participate in Continuous Quality Improvement programs to encourage excellence of care and ensure effective and safe use of resources. Staff members have a role and responsibility in identifying

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opportunities for improvement and implementing strategies to do so.

Our Health Services are committed to providing an environment that promotes quality learning and further education. Where relevant, staff are required to contribute to the planning and delivery of further education placements, participate in appropriate staff development, training and education opportunities and share knowledge with other staff members.

All staff members are required to participate in regular formal and informal performance review meetings.

### Risk Management

All staff members have a duty to take a proactive role in contributing to the identification, management and reporting of risks, including near misses and hazards. Staff members who identify a risk are required to take first line action to minimise the risk and to then report it to their direct line manager for further management. All staff members are required to report any incidents that occur during the course of their duties.

### Workplace Behaviour and Codes of Conduct

- All staff members are required to carry out lawful and reasonable directions as outlined in this position description or as delegated to them
- All staff members are required to comply with the legal requirements associated with general employment and those specific to their qualifications and area of work
- Where required, staff members must abide by professional standards and codes of conduct and ethics issued by the professional association relevant to their discipline
- All staff members are required to demonstrate behaviours that are consistent with their health service's Codes of Conduct and the Code of Conduct for Victorian Public Sector Employees.
- All staff members have the right to equal opportunity and a work environment free from any form of workplace harassment and bullying. All staff members must adhere to their health service's policies in this regard and participate in education and training
- All staff members must demonstrate an understanding of appropriate behaviours when engaging with children in line with their health service's child safety policies and codes of conduct.

### Qualifications

#### Essential:

- Food Safety Training
- Current Driver's License

#### Desirable:

- Food Hygiene Certificate

### Key Selection Criteria

- Understands and protects the rights and needs of the residents with regard to the provision of Food Services.
- An excellent understanding of OH&S principles and Infection Control principals
- Ability to follow policies and procedures
- Strive to meet all internal and external clients' needs on an ongoing basis
- Ability to work in a team and independently
- Excellent customer service
- Good communication and interpersonal skills
- Ability to work as an effective team member
- Availability to work all shifts as required.

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### **Diversity and Inclusion**

Our health service values diversity and inclusion and fostering a workforce that is welcoming of all individuals. Staff members are required to have an awareness of inclusive practice principles as they relate to vulnerable community groups.

### **Health and Wellbeing**

Our health service has a strong commitment to staff wellbeing and supports the professional growth and accountability of all staff through organisational supervision and a multidisciplinary team approach.

### **Innovation**

Staff members recognise that innovation contributes to the successful delivery of contemporary health services to the community. All staff members are encouraged to demonstrate innovation through exploring ideas that solve problems and create solutions.

### **Montessori Model of Care**

Our health service has implemented the Montessori approach as a model of care which focuses on the persons' abilities, capturing their interest and showing respect. It supports people to stay as independent as possible through involvement in meaningful roles and activities.

### **Person Centred Care**

Person Centred Care (PCC) is a philosophical approach to how health services provide care to patients, residents, clients and interact with other customers, including staff, volunteers and visitors. PCC is based on the principles of respect, value of the individual and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff of our health services are required to adhere to these principles.

### **Social Model of Health**

Where programs and services operate within the Social Model of Health, an understanding of the social determinants of health will be incorporated in the planning and delivery of programs and services. Staff members will engage and partner with clients and communities to achieve optimal health outcomes.

### **Other**

- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- This Position Description may be amended and activities added or removed as the need arises. Any such amendments will be made in consultation with the relevant staff member/s.

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### Employee Acceptance

I acknowledge that:

- I have read and understood the requirements of the position as outlined in the Position Description.
- I possess the necessary skills, knowledge, experience and abilities to successfully perform in this position

Name (print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date:                                /        /