

Position Title: General Services Assistant

Campus: Dimboola Campus

Directorate: Residential Services

Department: Dimboola Campus

Reporting to: Support Services Manager

Direct Reports: Food Services Team Leader

Indirect Report: Dimboola Campus Manager

Appointment Terms/Conditions:

Classification and Code: PSA Grade 1 (PS21)

Enterprise Agreement: Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The primary purpose of the General Services Assistant (GSA) is to perform a diverse range of food preparation & plating and environmental services related activities under the direction and supervision of the Support Services Manager.

The GSA supports patient centred care, including cleaning & housekeeping, food & beverage duties and ward support as listed in the award guidelines. Individual shifts will be rostered as either kitchen or cleaning duties in accordance with level of experience and training provided.

KEY ACCOUNTABILITIES

1. Perform all kitchen and cleaning duties according to the required cleaning and infection control standards
2. Assist with the preparation, plating, delivery and serving of meals to patients as rostered
3. Undertake all food related duties in accordance with food hygiene and current food legislation requirements
4. Complete all duties as per the work schedule in a timely and efficient manner
5. Dispose of waste according to the organisation's Waste Management Policy
6. Manage equipment safely, using equipment within standard operating guidelines, conducting appropriate preventative maintenance and not using unsafe equipment
7. Organise work load in order to meet the needs of the organisation and within the "Delegations of Authority" consistent with the role
8. Provide ward support including, but not limited to, checking of oxygen cylinders and distribution / collection of water jugs and glasses
9. Work effectively to contain cost, avoid unnecessary wastage, and maintain a clean working environment at all times
10. Replenish consumables, stocking ward supplies including trolleys and cubicles as required
11. Foster a high standard of service delivery based upon a collaborative approach
12. Provide clear and concise communication with ward staff in the process of performing duties
13. Recognise and report changes in patients and residents behaviours
14. Organise and complete all tasks in a timely and efficient manner to meet the needs of the organisation
15. Adhere to regulatory compliance and quality control and improvement processes
16. Any other reasonable duties as requested within educational preparation and level of competence

KEY SELECTION CRITERIA

Essential:

- Sound communication and interpersonal skills
- A commitment to customer service and patient centred care
- Knowledge of food hygiene and cleanliness standards
- Work effectively under limited supervision and as part of a multi-disciplinary team
- Ability to prioritise workload to ensure all tasks are completed in the required time frame
- Successful attainment of HLTFSE001– Follow Basic Food Safety Practices

Desirable:

- Certificate III in Health Services Assistance or Food Safety Supervisor Certificate
- Previous relevant experience in a cleaning or kitchen environment
- Understanding of infection control
- Computer literacy
- Current driver's license

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.