

**Position Title:** Residential Services Assistant

**Campus:** Ballarat

**Directorate:** Aged Care

**Department:** Residential Services

**Reporting to:** Nursing Unit Manager

**Direct Reports:** Nil

**Appointment Terms/Conditions:**

**Classification and Code:** Patient Services Assistant Level 1 (PS21)

**Enterprise Agreement:** Victorian Public Health Sector (Health and Allied Services, Managers & 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](http://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.

<b><i>Collaboration</i></b>	<b><i>Compassion</i></b>	<b><i>Accountability</i></b>	<b><i>Respect</i></b>	<b><i>Innovation</i></b>
<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**

To assist in the efficient provision of cleaning and food services within Residential Services/ Environmental Services Department

## **KEY ACCOUNTABILITIES**

### **Food and Cleaning Services**

Adhere to Work Schedule A and to other duties as directed.

### **Safe Practice and the Environment**

- Works in a safe manner by adhering to Grampians Health Occupational Health and Safety Policies, Regulations and agreed safe work procedures, and report immediately any potential hazards and/or incident occurring in the workplace.

### **Leadership and Management**

- Collaborates with all members of staff to achieve desired outcomes for each resident.
- Participates in staff meetings and other meetings as required.
- Ensure all residents, families, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination.

### **Continuum of Care**

- Ensure a clean and safe environment for residents, visitors and staff.
- Adhere to Infection Control Principles and Cleaning Schedules as directed.
- Provide a resident focused service in relation to meals and food services.
- Adhere to Food Service Schedules as per Grampians Health Food Safety Plan.

### **Learning Organisation**

- Demonstrate a commitment to continuing personal and professional development.
- Participate in development of annual review with the Nurse Manager or delegate and identify key areas for personal and professional growth.
- Adhere to policies and procedures as identified by Grampians Health and Residential Services.

### **Facilities and Equipment**

- Maintain surrounds and equipment used within the role, ensuring that cleanliness and safety are adhered to at all times.
- Responsible for the reporting of any malfunctioning equipment to the appropriate line manager
- Dispose of waste promptly and according to Grampians Health Waste Management Policy.
- Ensure the safe and economical use of all resources.

## **Information Management**

- Maintain accurate and timely documentation/records.
- Compliance with all Grampians Health Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
- Participation in the Grampians Health integrated risk management and quality improvement 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.
- 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.
- Grampians Health is committed to a patient/client centred approach in the provision of health care and services, consistent with the Grampians Health values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues.

## **KEY SELECTION CRITERIA**

### **Qualifications and experience**

- Successful attainment of HLTFS001– Follow Basic Food Safety Practices
- Previous experience in a similar role is highly desirable

### **Technical/Professional Knowledge and Skills**

- Able to prioritise work according to outlined routines, methods and procedures.

### **Work Environment**

- Takes responsibility for own work performed in accordance with Grampians Health policies and procedures with a limited level of accountability/discretion
- Able to work with limited supervision, either individually or in a team

### **Personal attributes**

- Willing to undertake specific on-the-job training and/or relevant skills training or experience

### **Interpersonal skills**

- Good communication skills

## **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.

**SCHEDULE A  
WORK SCHEDULE**

**RESIDENTIAL SERVICES ASSISTANT**

<b>Food Services</b>	<input type="checkbox"/> Maintain Food Safety Records
	<input type="checkbox"/> Set up kitchen and dining room
	<input type="checkbox"/> Prepare and serve meals
	<input type="checkbox"/> Handout and collect meal trays
	<input type="checkbox"/> Make and distribute tea/coffee and fluids
	<input type="checkbox"/> Collect and wash fluid jugs and dishes
	<input type="checkbox"/> Complete order, cook/chill meals and miscellaneous food supplies
<b>Cleaning Services</b>	<input type="checkbox"/> Dry mop, damp mop, wet mop floors
	<input type="checkbox"/> Vacuum according to schedule
	<input type="checkbox"/> Collect rubbish and place in receptacle
	<input type="checkbox"/> Clean lockers and over bed tables
	<input type="checkbox"/> Clean bathrooms, toilets as required
	<input type="checkbox"/> Spot clean and damp dust
	<input type="checkbox"/> Clean windows
	<input type="checkbox"/> Clean resident, rooms, common areas according to schedule
<input type="checkbox"/> Launder resident clothing and return to resident unit	