



POSITION DESCRIPTION

POSITION TITLE:	Housekeeping Services Assistant
DIVISION/DEPARTMENT:	Housekeeping
CLASSIFICATION:	Orderly/Cleaner (IJ1)
INDUSTRIAL AGREEMENT:	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016-2020 and subsequent agreements.
REPORTS TO:	Food Services & General Services Team Leaders

PRE-REQUISITES:

Essential:

- Current Police Check
- Current Working with Children's Check
- Previous work experience in Domestic services in a Hospital or commercial environment is preferred.
- The ability to clean effectively and efficiently in an area of high infection risk.
- An appreciation of a need for particular care when working in areas where expensive and sensitive equipment is stored.
- The ability to work effectively and efficiently without supervision.

KEY SELECTION CRITERIA:

- Proven ability to liaise with internal and external customers at all levels.
- Proven ability to prioritise workloads and meet demanding work deadlines.
- Demonstrated ability to operate with minimal supervision and show high levels of initiative.
- Proven ability to maintain a high level of confidentiality.
- The ability to clean effectively and efficiently in an area of high infection risk.

OUR PURPOSE:

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

OUR VALUES:

Compassion, Empathy, Accountability, Respect and Excellence.

POSITION SUMMARY:

This position is responsible for performing patient/client focused, domestic cleaning maintenance, within the allocated area including maintaining carpet cleaning across the organisation (refer to relevant Work Schedules).

If necessary the person will be allocated to another area and work schedule to cover for a colleague's annual leave or sick leave (patient areas take priority for leave replacement) and will be required to carry out the work schedule for the area to the standards required.

Where the replacement is for a prolonged period (one week or more), a quality assurance audit may be carried out by the person returning to duty as their first task on return and discussed with the staff member/s who relieved for the period of absence. Any unresolved quality issues may be discussed with the General Services Team Leader.

This position requires flexibility in that the shifts required are 7 days a week, The organisation we will endeavour to meet individual preferences and needs however the incumbent acknowledges that this may not be possible in all instances. The incumbent must be willing to work in different areas to meet patient / resident/client needs.

RESPONSIBILITIES:

Work duties will be performed according to the work schedule and as delegated by the General Services Team Leader. Schedules will be reviewed on a regular basis.

The General Services Team Leader will carry out audits for Quality Assurance of standards achieved.

SAFETY MANAGEMENT SYSTEMS

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures
- Reporting hazards and injuries
- Participate in OH&S consultation and OHS training
- Cooperate with managers and supervisors to ensure that OH&S responsibilities are met by all
- Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- Each Employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of

themselves and others within the workplace. This responsibility includes compliance with reasonable measures put in place by the Employer and any related occupational health and safety requirements.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline.

QUALITY & RISK

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

POLICY & PROCEDURES

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on the BH Intranet site.

CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

MANDATORY ORGANISATIONAL COMPETENCIES

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions)
- Manual Handling
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service.
- Hand Hygiene Training.
- Reporting Elder Abuse.
- Person & Family Centred Care

Refer to the organisations mandatory training policy for full details.

CONSUMER ENGAGEMENT

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed.

- Evidence that consumers and their significant others are involved in the development of their own care plans and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

PREVENTION AND RESPONSE TO FAMILY VIOLENCE

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at BH will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice.
- Actively participate in education and events supporting ‘the prevention and response to family violence in our organisation and the community.
- Positively contribute to workplace safety and moral.
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

PERFORMANCE REVIEW & DEVELOPMENT

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation’s Policies and Procedures.

EMPLOYEE'S NAME: _____

EMPLOYEE'S SIGNATURE:

DATE:/...../.....

MANAGER'S NAME:

MANAGER'S SIGNATURE:

DATE:/...../.....

CREATED January 2009

REVISED Housekeeping Supervisor/Human Resources, July 2017

Benalla Health

Aligning behaviours to our Values and Code of Conduct

Compassion

Empathy

Accountability

Respect

Excellence

In our team we ...

are kind to each other
are forgiving
respect personal space
seek clarity where there is uncertainty
maintain confidentiality for those in our care and those we work with
encourage and support each other to discuss issues
ensure open consultation and two-way communication
use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives
we see the person as being separate from any unacceptable behaviour

ask others 'how can we help'
act to include each other
seek to understand the facts
will support those who admit errors
pull together especially in tough times
have patience for those who are learning
are safe to question and be inquisitive
report incidents and mistakes recognising we work in a 'just' culture
promote a culture of continuous improvement
summarise what we have heard to demonstrate our understanding
have fun

are honest and reliable
do what we say we will do
are honest with each other
call below the line behaviour
reflect on our own behaviour
acknowledge problems and seek and/or offer a solution
have the courage to speak up and use our voice
will comply with reasonable directives
follow policies and procedures including rostering rules

acknowledge the views, opinions, beliefs and ideas of others
say thank you
manage each other up
encourage robust discussion
smile and greet each other
acknowledge people from culturally diverse backgrounds
turn up on time
apologise when we have hurt others and/or have been below the line in our behaviour
model and demonstrate polite behaviour
use AIDET when we communicate
follow our organisation's dress code and dress appropriately

have a 'can do' attitude
work hard
choose our attitude
encourage innovation
lead by positive example
work as a team
acknowledge when we are wrong
encourage each other to be the best we can be and celebrate each other's achievements

In our team we do not ...

<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumor mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
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Our standard is what we choose to walk past ...