



POSITION	HOTEL AND HOSPITALITY SERVICES EMPLOYEE	DATE	
LOCATION		EMPLOYMENT TYPE	Full-time, part-time, casual
REPORTS TO	Services Manager	MANAGER	Director of Care
LEVEL OF RESPONSIBILITY	Works under the direction and supervision of Services Manager.		
ORGANISATION CONTEXT	<i>[Insert name of organisation]</i> is a fully accredited aged care organisation providing contemporary residential and home and community services. Our values include: <i>[List organisational values]</i>		
POSITION PURPOSE	The role of the Hotel/Hospitality Services employee is to provide-high quality cleaning and catering service to residents in accordance with: <ul style="list-style-type: none">› organisational policies and procedures› organisational vision and values› accreditation standards› statutory legislation, regulations and industry codes of practice.		
KEY RELATIONSHIPS	INTERNAL <ul style="list-style-type: none">› Staff› Residents› Volunteers	EXTERNAL <ul style="list-style-type: none">› Residents' relatives and friends› Visitors› Medical and allied health professionals	

1. SELECTION CRITERIA

1.1 ESSENTIAL

- › Current satisfactory National Police Certificate.
- › A commitment to the holistic care and wellbeing of the elderly and genuine interest in working with the elderly.
- › Demonstrated practical experience and knowledge of cleaning techniques and products and/or demonstrated practical experience in food preparation.
- › Demonstrated effective written, verbal and interpersonal communications skills (see attached job role profile).
- › Safe Food Handling Certificate or willingness to obtain if relevant to job role.
- › *[List additional essential requirements.]*

1.2 DESIRABLE

- › Experience in working in residential or home and community care
- › Knowledge of food safety regulations and Hazard Analysis Critical Control Points (HACCP).
- › Previous experience in a similar role.
- › *[List additional desirable requirements.]*

2. LANGUAGE, LITERACY AND NUMERACY SKILLS

READING

Read, understand and action:

- › Kitchen-related documentation
- › Organisation-related documentation

WRITING

Complete and/or prepare:

- › Organisational forms
- › Communication books
- › Other documentation

NUMERACY

- › Complete time sheets
- › Undertake measurements
- › Understand time and dates
- › Maintain required timelines

ORAL COMMUNICATION

Verbally communicate with:

- › Residents and clients
- › Families
- › Team members and other colleagues

LEARNING

Participate in ongoing learning and professional development

DIGITAL LITERACY

Use of organisational technology.

The attached **Job Role Profile** for the Hotel and Hospitality Services Employee contains a comprehensive list of tasks relevant to the role. The profile describes the language, literacy, numeracy and digital literacy skills required and the corresponding standard/level descriptions required for each task.

3. ROLE RESPONSIBILITIES

3.1 CLEANING SERVICES

- › Cleaning of resident bedrooms, bathrooms and common areas.
- › Cleaning a variety of surfaces: vinyl and carpet floor covering, walls, doors, windows, sinks.
- › Provide a high level of cleaning and tidying.
- › Attend to laundry duties as directed
- › Respect residents' belongings and treat with care
- › Maintain good housekeeping, general hygiene and infection control procedures across all areas.
- › Accept and store cleaning materials as outlined in procedures.
- › Undertake stock control.
- › Report and/or document any incidents, whether or not a resident is involved, to immediate supervisor as per policy guidelines.
- › *[List additional cleaning services responsibilities.]*

3.2 CATERING SERVICES

- › Assist with the preparation of meals and other catering in accordance with the Australian & New Zealand Food Regulations.
- › Undertake kitchen and catering tasks for residents and other users taking into account their dietary needs and preferences.
- › Assist with the distribution of meals and snacks.
- › Ensure a high level of food preparation, customer service and hygiene in all service areas.
- › Undertake stock control.
- › Report and/or document any incidents, whether or not a resident is involved, to immediate supervisor as per policy guidelines.
- › *[List additional catering services responsibilities.]*

3.3 WORKPLACE HEALTH AND SAFETY

- › Engage in safe work practices in accordance with WHS policy and procedure.
- › Maintain a safe work environment for resident, visitors, colleagues and self.
- › Report and document workplace health and safety incidents and accidents in accordance with WHS policy and procedure.
- › Do not engage in discriminatory, bullying or harassing behaviour.
- › Wear protective clothing appropriate to the task.
- › Use equipment in a proper manner and according to the manufacturer's specifications.
- › Participate in any WHS initiatives.
- › *[List additional WHS responsibilities.]*

3.4 COMMUNICATION

- › Maintain and respect resident and organisational confidences at all times.
- › Exercise good oral and written communication skills.
- › Demonstrate empathy and understanding for residents, their families and other members of staff.
- › Actively participate in meetings and discussions in a constructive manner.
- › *[List additional communication responsibilities.]*

3.5 SELF-ORGANISATION

- › Work as part of a busy team and be supportive of other team members.
- › Prioritise tasks and make effective use of work time to ensure a high quality of resident care and service delivery.
- › *[List additional self-organisation responsibilities.]*

3.6 PERFORMANCE	<ul style="list-style-type: none">› Endeavour to perform duties to a high standard.› Perform role in a positive manner.› Actively participate in organisational performance appraisal procedure.› Engage in regular discussions with supervisor/manager to receive and provide feedback.› <i>[List additional performance responsibilities.]</i>
3.7 EDUCATION	<ul style="list-style-type: none">› Participate in mandatory training as outlined in the organisational training and professional development policy.› Participate in non-mandatory training, in-service training and external training as part of own professional development,› As part of the appraisal process and as part of own professional development, identify any individual training requirements.› <i>[List additional educational responsibilities.]</i>
