



Position Title	Environmental Services Assistant
Site/Location	Mornington and Hastings
Unit/Department	Hospitality Services
Classification	As per the Support Services Agreement
Reports to	Manager of Support Services and Procurement
Supervisory responsibilities	<ul style="list-style-type: none"> N/A
Key relationships	<ul style="list-style-type: none"> Patients, families and support networks Departments and Department Managers
Overall Job Purpose	A member of the Hospitality Services team who under the supervision of the Manager of Support Services and Procurement and the Environmental Services Team Leader, delivers support services to patients/residents, doctors, staff, visitors and other hospital and aged care clients, in a safe, courteous and professional manner.
Values	<p>Proactively demonstrate behaviour that engenders and promotes the Values of The Bays Healthcare Group Inc.</p> <p>At The Bays Healthcare, we seek to pursue the following values:</p> <p>Integrity Being honest in our dealings with others.</p> <p>Compassion Recognising the physical, social and emotional needs of our patients, residents and families as well as our staff.</p> <p>Accountability Being responsible for and mindful of the consequences of our actions.</p> <p>Respect Acknowledging the rights and opinions of others as we work together as a team.</p> <p>Excellence Continually improving quality and efficiency.</p> <p>If we all embrace an “I CARE” philosophy, we will be successful as individuals, as an organisation and as a community.</p>
WH&S	<ul style="list-style-type: none"> Present fit for work and able to undertake duties in line with the physical inherent requirements of the role Work in a safe manner and ensure that any people who report to you, and/or you work with, work safely Adhere with the current Work Health & Safety policies and procedures of the organisation in line with the Occupational Health & Safety Act 2004 Identify, assess, prioritise and control risks to health & safety of employees, patients, residents, contractors and visitors Report any hazardous conditions, near misses and injuries immediately to your supervisor in line with incident reporting procedures
Quality and Risk Management	<p>Understands and complies with all quality and risk related policies, procedures and systems in line with organisation expectations and role responsibilities.</p> <p>These policy and procedures include:</p> <ul style="list-style-type: none"> Organisational Clinical Infection Control WH&S Emergency Response Aged Care Specialty Clinical areas i.e. Maternity, Theatre, Dialysis, ICU Environmental Services Administration Catering Participate in the organisation’s accreditation processes Be compliant with and have a sound understanding of ISO 9001:2015 Be compliant with and have an advanced understanding of relevant standards i.e. the National Standards for hospital, the current Aged Care Quality of Care Principles and Standards Participate in the organisation’s Quality Management and Control program Participate in the collection of Clinical and Process indicators Understand the Severity Assessment matrix and reporting system

	<ul style="list-style-type: none"> • Implement and undertake case reviews, peer review and improvement proposals as required • Be aware of and comply with all Commonwealth and State statutory and regulatory requirements in relation to privacy • Adhere with the current Occupational Health & Safety policies and procedures of the organisation in line with the Occupational Health & Safety Act 2004 • Adheres to and is aware of the information in relation to the Child Protection (Prohibited Employment) Act 1998 and understand responsibilities and obligations under this Act. Has declared that they are not a person prohibited by The Act from seeking, undertaking, or remaining in child related employment • Undertake periodic police checks in line with role responsibilities, organisation policy and police check rules
Professional Development and Performance Appraisal	<ul style="list-style-type: none"> • Demonstrate responsibility for own professional development by continually updating professional knowledge and skills. • Collaborate and build the team by exchange of knowledge and skills • Participate in own and lead team performance appraisals in line with organisation expectations • Complete mandatory and compliance education as required annually and bi-annually as set out in the Mandatory Education policy
KPIs/ Measures	<ul style="list-style-type: none"> • KPIs and measures, in addition to those listed below, are developed, agreed and measured in line with the strategic and operational requirements of the role as well as any projects allocated to the role. These measures are reviewed periodically.
Major Responsibilities Client Care	<ul style="list-style-type: none"> • To ensure cleaning duties are attended to in an efficient and timely manner • Maintain close liaison with the Hospitality Services Manager and other members of the Hospitality Services team regarding clients and patients and special care or requirements they have • Inform the Hospitality Services Manager of any complaints received by clients and patients about the service(s) provided by Hospitality Services Communicate special needs or requests to the Supervisor so that these needs can be met when appropriate
Professional	<ul style="list-style-type: none"> • Function within legislation effecting Hospitality Services • Work within own abilities and qualifications • Participate in departmental meetings • Participate in the orientation of new staff to Hospitality Services • Participate in in-service sessions available within the organisation
Public Relations	<ul style="list-style-type: none"> • Maintain good communication with unit managers, senior staff and all other staff, to promote good working relationships • Encourage clients' suggestions for improvement • Ensure the Hospitality Services Manager is informed about any dissatisfaction with Hospitality Services or organisation services by clients and patients or other staff • Encourage use of hospital facilities by the community • Work in adherence to established department specific SOP's – Standard Operating Procedures • Complete mandatory training, ensuring qualifications are current to requirement • Support the Environmental Services Leadership Team in all practical operational requests as and when needed
Security Check	Relevant security checks, including: background checks, Registration checks, Working with Children Checks, National Police Check, Working Rights (Visa Check) and other checks that are deemed necessary for specific role as requested by The Bays Healthcare Group Inc.
Qualifications / Experience - Mandatory	<ul style="list-style-type: none"> • Industrial or residential cleaning experience
Qualifications / Experience-Desirable	<ul style="list-style-type: none"> • Recent experience within a Health and/or Aged Care facility • Understanding of Infection Control Guidelines
Personal Competencies Required	<ul style="list-style-type: none"> • Uses and promotes effective communication and interpersonal skills • A high degree of initiative with an ability to problem solve • A willingness to help others
Job Competencies Required	<ul style="list-style-type: none"> • Ability to work autonomously and within a collaborative team environment • Well-developed time management skills with the ability to prioritise



	<ul style="list-style-type: none">• To carry out work in an efficient and effective manner
Inherent Requirements	<ul style="list-style-type: none">• Able to fulfil the inherent requirements of the role as per the Job Demands Checklist• Able to use equipment and tools safely and without physical or other restriction• Undertake assessment of ability to physically and mentally meet the requirements of the role• Manual Handling, equipment use instructions and inherent physical requirements of the role may change. It is the employee's responsibility to complete mandatory education and other education activities in relation to the role's requirements

Note: *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.*

Approved: _____
Signed, Manager Title

/ /
Reviewed Date

I have read and understood the contents of this position description and the expectations of my role.

Approved: _____
Signed, Employee

/ /
Date

Print Name, Employee