

## Housekeeping Services Assistant

<b>Award/Agreement</b>	Current Resthaven Incorporated Residential Aged Care and Community Services Enterprise Agreement
<b>Responsible to</b>	Coordinator Housekeeping Services
<b>Summary of role</b>	<p>In accordance with the vision, mission and values of Resthaven, the Housekeeping Services Assistant is responsible for providing a quality housekeeping service which meets the personal needs of residents.</p> <p>A Housekeeping Services Assistant may be employed in any or all of the following areas:</p> <ul style="list-style-type: none"><li>• General Housekeeping Services</li><li>• Kitchen Services</li><li>• Laundry Services</li><li>• Servery</li></ul>
<b>Reporting lines</b>	<p>The Housekeeping Services Assistant is an integral member of the housekeeping services team which is the responsibility of the Coordinator Housekeeping Services.</p> <p>A Housekeeping Services Assistant who works in Kitchen Services or the Servery may also be allocated duties by the Cook.</p>

### Key Responsibilities and Duties

*The details outlined below provide an overview of general housekeeping duties within Resthaven however daily routines are specified in the Duty Statement.*

#### General Housekeeping Services:

- In accordance with contemporary housekeeping practices, maintain adequate standards of hygiene and tidiness in:
  - residents' rooms
  - community and public areas
  - kitchen
  - laundry
  - servery
- Correct and safe handling of equipment, utensils, food and chemicals
- Comply with the site Food Safe Program

#### Kitchen Services:

- Assist with the preparation and serving of meals and drinks
- Safe handling, cleaning and usage of kitchen equipment
- Cleaning of floors, cold rooms, store rooms and other areas of the kitchen facility

#### Laundry Services:

- Sort soiled personal clothing and prepare for washing
- Correctly operate commercial and domestic washing and drying equipment
- Fold and iron clean laundry and return to residents
- Label clothing

### Key Responsibilities and Duties (continued)

#### Servery:

- Prepare and serve meals and drinks including morning/afternoon teas
- Prepare and maintain resident dining areas
- Obtain residents' daily menu selections and provide this information to the Cook
- Clean utensils, crockery and food preparation/serving areas
- Maintain adequate stocks of food and chemicals in the servery
- Assist with the collection of residents' food and beverage selections

### Quality and Safety

#### Responsible for:

- Undertaking all duties in accordance with Resthaven's Quality Management System, policies and procedures
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis
- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures
- Participating in mandatory Health and Safety training sessions
- Identifying and reporting hazards in the workplace

### Privacy and Confidentiality

#### Responsible for:

- Applying the principles of privacy and confidentiality to all work practices
- Adhering to Resthaven Privacy of Information Policy and Procedure at all times
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff
- Ensuring that any "Confidential Information" that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
  - business or operational interests;
  - methodology and affairs;
  - financial information; and
  - anything else that is notified as being confidential

Other duties as directed by the Coordinator Housekeeping Services commensurate with classification and training.

### ESSENTIAL CRITERIA

- Ability to work effectively as a team member
- Ability to read, write and communicate in English
- Ability to communicate professionally and respectfully with all people
- Ability to establish and maintain professional and appropriate relationships with residents and/or their families/representatives
- Demonstrated commitment to maintaining confidentiality
- Demonstrated commitment to respecting the values, customs, preferences and spiritual beliefs of residents and their families/representatives
- Ability to comply with safe work practices and food safe handling practices
- Ability to establish priorities and plan work

### DESIRABLE CRITERIA

- Experience in providing housekeeping services in a residential care facility
- Experience in food handling and preparation services
- Experience in providing laundry services in a residential care facility

Acknowledged \_\_\_\_\_ Date \_\_\_\_\_  
Coordinator Housekeeping Services

Acknowledged \_\_\_\_\_ Date \_\_\_\_\_  
Employee