

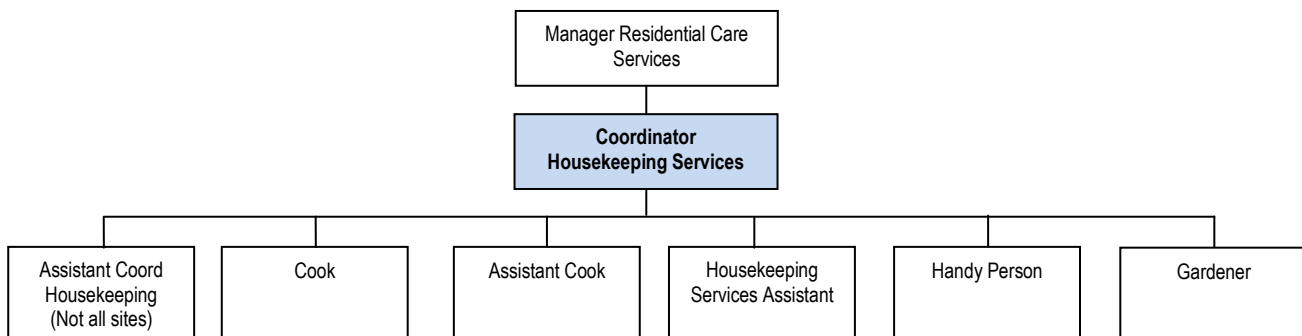
## Coordinator Housekeeping Services

**Award/Agreement** Non Award

**Responsible to** Manager Residential Care Services

**Summary of role** In accordance with the vision, mission and values of Resthaven, the Coordinator Housekeeping Services is responsible for coordinating the provision of efficient housekeeping services that focus on satisfying resident needs and quality and continuous improvement.

**Reporting lines** The Coordinator Housekeeping Services provides leadership and supervision to housekeeping services staff.



### Key Responsibilities and Duties

- Ensuring a quality housekeeping service is provided to residents by developing and monitoring work practice standards that focus on quality outcomes and continuous improvement in relation to:
  - provision of meals and kitchen standards in consultation with the catering staff
  - cleaning standards across facility
- Ensuring current knowledge of legislation, work practice and contemporary housekeeping practices
- Participating in the development of facility budget requests and monitoring expenditure in accordance with budget
- Managing resources efficiently by:
  - ordering and control of stock
  - rostering of staff, payroll, selection, induction, supervision, training, appraisal and performance planning
  - maintaining equipment inventories and arranging regular maintenance and as required repairs in accordance with Resthaven policies
  - arranging maintenance of equipment with external contractors and on-site maintenance persons and ensuring equipment is regularly maintained in accordance with established schedules
- Liaising with nursing and maintenance staff to respond to identified needs of care

### **Key Responsibilities and Duties (continued)**

#### **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 Manager Residential Care Services, commensurate with classification and training.

## Person Specification Coordinator Housekeeping Services

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### ESSENTIAL CRITERIA

- Ability to communicate effectively with a wide range of people
- Ability to work with minimal supervision
- Ability to work effectively under pressure and be flexible to satisfy competing demands
- Ability to review procedures and implement new models of service delivery to satisfy resident and organisational requirements
- Demonstrated commitment to quality outcomes and ability to consult with staff regarding continuous improvement
- Ability to monitor expenditure and implement action as required
- Understanding of ageing and ability to relate to older people
- Knowledge of and commitment to Occupational Health, Safety and Welfare legislation
- Understanding of quality accreditation systems and their application in the workplace
- Knowledge of food safety legislation
- Proficient in the use of Microsoft Word and Excel
- Experience in the coordination of hospitality services
- Experience in working with elderly people
- Proven ability to coordinate the activities of a range of staff
- Experience with HACCP implementation and review

### DESIRABLE CRITERIA

- Experience in the role of Housekeeper
- Experience in working with elderly people

Acknowledged \_\_\_\_\_  
Manager Residential Care Services

Date \_\_\_\_\_

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

Date \_\_\_\_\_