

Relieving Coordinator Housekeeping Services

Award/Agreement	Non Award
Responsible to	Senior Manager Residential Services through the Manager Residential Care Services
Summary of role	<p>In accordance with Resthaven philosophy and policies, responsible for providing relief housekeeping coordination services across Resthaven facilities.</p> <p>In collaboration with the Manager Residential Care Services, the Relieving Coordinator Housekeeping Services is responsible for the provision of efficient housekeeping services at a facility with a focus on satisfying resident needs, quality and continuous improvement;</p> <p>A current driver's licence is essential</p> <p>To satisfy the requirements of the facility, there may be the requirement to work additional hours that may include weekends.</p>

Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

- Ensure 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.
- Under direction of the Senior Manager Residential Care Services, undertake a variety of projects including:
 - best practice HACCP based food safety programs.
 - auditing
 - staff induction & orientation

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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 Senior Manager Residential Care Services, commensurate with classification and training

Person Specification

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ESSENTIAL CRITERIA

Qualifications / Experience

- 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 aging 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
- Ability to plan and manage projects including development of timelines, key outcomes and milestones

DESIRABLE CRITERIA

Qualifications / Experience

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

Acknowledged _____
Senior Manager Residential Care Services

Date _____

Acknowledged _____
Employee

Date _____