

# Chaffey Aged Care Position Description

Environmental Services Assistant (ESA)

Last Updated: Apr 2014

<p><b>POSITION TITLE:</b> Environmental Services Assistant (ESA)</p>	<p><b>REPORTING TO:</b> Manager of Corporate &amp; Hospitality Services (MCHS)</p>
<p><b>LOCATION/DEPT:</b> Corporate &amp; Hospitality Services – Environmental Services division</p>	<p><b>ROLE SCOPE:</b> The ESA, under the Line supervision of the MCHS will be expected to work in accordance with the philosophy and objectives of the facility to provide cleaning, laundry and food services delivery consistent with Aged care standards and compliance requirements.</p>
<p><b>AWARD/AGREEMENT –</b> Chaffey Aged Care Enterprise Agreement 2016</p>	<p><b>TYPE OF ENGAGEMENT:</b> As rostered across all shifts Sunday to Monday per fortnight. <b>Classification:</b> EBA – Wage Skill Group 1 <b>Hours of work:</b> as per contract of employment</p>
<p><b>UNIFORM:</b> As per current policy</p>	<p><b>PROBATION PERIOD:</b> Six (6) months and then Performance Appraisal annually</p>
<p><b>REPORTING LINES:</b> The Environmental Services Assistant is a contributing member of the Corporate &amp; Hospitality Services team – Environmental Services Division under the direction of the Manager Corporate &amp; Hospitality Services or other duly authorised person.</p> <p>An Environmental Services Assistant who works in Kitchen/Hospitality Services or the Servery may also be allocated duties by the Chef Team Leader or other authorised person.</p> <p>There are no direct reports to this position</p>	
<p><b>NUMBER OF DIRECT REPORTS:</b> Nil</p>	<p><b>VERSION:</b> 1.0.1_2014-04</p>

## **ROLE PURPOSE:**

The Environmental Services Assistance position is responsible for providing a quality Housekeeping and Hospitality Service which meets the personal needs of residents as set out in the Aged Care Standards and meeting compliance requirements.

An Environmental Services Assistant may be employed in any or all of the following areas:

- General Housekeeping/Cleaning Services
- Laundry Services
- Kitchen/Hospitality Services & Servery

## **ABOUT CHAFFEY AGED CARE:**

Chaffey Aged Care is a leading provider of residential aged care in Sunraysia. We are committed to employing motivated and passionate staff who are capable of positively influencing others, possess a strong sense of community and passion for Aged Care.

Chaffey Aged Care is a community owned not-for-profit aged care facility governed by a voluntary Board of Directors. The facility has the capacity to accommodate 100 residents. We pride ourselves on the delivery of person centred care that is consistent with contemporary ageing in place practices.

## **CHAFFEY PHILOSOPHY:**

Chaffey Vision: Excellence through leadership, innovation and best practice;

Chaffey Mission statement: To deliver excellence through quality care, diversity through valuing differences, sustainability through service growth

The Environmental Services Assistant will model and promote the Chaffey Aged Care vision and mission in all aspects of their work.

## Responsibilities/Accountabilities

### **1. General Housekeeping Services**

- In accordance with contemporary housekeeping practices and the Aged Care Quality Standards, 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 Safety Program
- Other duties as directed by your immediate supervisor/Line Manager or other authorised person

#### **Performance Measures**

- Adhere to compliance items as directed and follow requirements
- Feedback from immediate supervisor and Line Manager
- Follow the policies and procedures and protocols as dictated in the appropriate Aged Care Standards
- Feedback from surveys indicating satisfaction with regard to the Kitchen/Hospitality Services provided
- Maintain Infection Control Protocols

### **2. Kitchen/Hospitality 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
- Prepare and serve meals and drinks including morning/afternoon teas and supper as directed by the Chef Team Leader or authorised person and according to requirements of the allocated shift
- Prepare and maintain resident dining areas
- Obtain residents' daily menu selections and provide this information to the Chef/Cook
- Clean utensils, crockery and food preparation/serving areas
- Maintain adequate stocks of food and chemicals in the servery
- Assist with the distribution and collection of residents' food and beverage selections
- Other duties as directed by your immediate supervisor/Line Manager or other authorised person

#### **Performance Measures**

- Adhere to compliance items as directed and follow requirements as set out in the Food Safety Plan for Chaffey Aged Care
- Feedback from immediate supervisor and Line Manager
- Follow the policies and procedures and protocols as dictated in the appropriate Aged Care Standards
- Feedback from surveys indicating satisfaction with regard to the Kitchen/Hospitality Services provided
- Adhere to the requirements as set out in the Food Safety Plan for Chaffey Aged Care

<b>3. Laundry:</b>
<ul style="list-style-type: none"> <li>▪ Sort soiled personal clothing and prepare for washing</li> <li>▪ Correctly operate commercial and domestic washing and drying equipment</li> <li>▪ Fold and iron clean laundry and return to residents</li> <li>▪ Label clothing</li> <li>▪ Separate appropriate laundry items to go directly to the external laundry service</li> <li>▪ Distribute fresh laundry to residents</li> <li>▪ Other duties as directed by your immediate supervisor/Line Manager or other authorised person</li> </ul>
<b>Performance Measures</b>
<ul style="list-style-type: none"> <li>▪ Adhere to compliance and Infection Control Protocols associated with working in the Laundry</li> <li>▪ Feedback from immediate supervisor and Line Manager</li> <li>▪ Follow the policies and procedures and protocols as dictated in the appropriate Aged Care Standards with working in the Laundry</li> <li>▪ All employee records will accurately reflect attendance and completion of mandatory and voluntary education and training</li> <li>▪ Feedback from surveys indicating satisfaction with regard to the Laundry Service provided</li> </ul>

**Responsibilities/Accountabilities cont.**

<b>4. Contribute to a safe, living and working environment</b>
<ul style="list-style-type: none"> <li>▪ Adhere to company and legislative policies and procedures</li> <li>▪ Actively contribute to the safety and wellbeing of self, colleagues, residents and visitors, including:</li> <li>▪ Reporting all incidents, hazards and near misses</li> <li>▪ Following safe work procedures</li> <li>▪ Willingly participating in all safety activities</li> <li>▪ Demonstrate a pro-active approach to injury prevention</li> </ul>
<b>Performance Measures</b>
<ul style="list-style-type: none"> <li>▪ Completes mandatory training &amp; education</li> <li>▪ Models behaviour consistent with organisation policies &amp; procedures</li> <li>▪ Reports hazards using organisational process</li> </ul>

<b>5. Provide outstanding customer service</b>
<ul style="list-style-type: none"> <li>▪ Respond positively and efficiently to stakeholder enquiries</li> <li>▪ Advocates for residents and key stakeholders</li> <li>▪ Assists residents and stakeholders to follow organisational process to address issues and complaints</li> </ul>
<b>Performance Measures</b>
<ul style="list-style-type: none"> <li>▪ Feedback from prospective residents/families/staff &amp; representatives</li> <li>▪ Surveys</li> <li>▪ Absence of complaints within the Environmental Services divisions</li> <li>▪ Positive feedback from residents and key stakeholders</li> </ul>

<b>7. Quality and Safety</b>
<ul style="list-style-type: none"> <li>▪ Contributes to organisational CQI (Quality) Plan and processes</li> <li>▪ Maintain a safe work environment in accordance with organisational Occupational Health and Safety Policies and Procedures</li> <li>▪ Participating in mandatory Health and Safety training and education</li> <li>▪ Identifying and reporting hazards in the workplace</li> <li>▪ Participate and co-operate in consultative processes to improve health and safety</li> <li>▪ Completes safe transfer of residents consistent with resident's care plan where authorised and competent to do so</li> <li>▪ Adheres to the use of SOP's when using equipment</li> </ul>
<b>Performance Measures</b>
<ul style="list-style-type: none"> <li>▪ Completes organisational Service Improvement Forms</li> <li>▪ Participation in OHS activities</li> <li>▪ Contributes to CQI Plan and processes</li> <li>▪ Adopts changes and implements directives within the role</li> </ul>

<b>8. Privacy and Confidentiality</b>
<ul style="list-style-type: none"> <li>▪ Comply with legislative requirements consistent with the Privacy Act</li> <li>▪ Applying the principles of privacy and confidentiality to all work practices</li> <li>▪ Adhering to organisational Privacy of Information Policy and Procedure at all times</li> <li>▪ Maintaining a duty of confidentiality to all residents, clients, volunteers and staff</li> <li>▪ Ensuring that any "Confidential Information" that becomes known through the course of employment within the organisation is kept confidential including information relating to Chaffey's: business or operational interests; methodology and affairs; financial information; and anything else that is notified as being confidential</li> </ul>
<b>Performance Measures</b>
<ul style="list-style-type: none"> <li>▪ Compliance with legislative requirements and Chaffey Aged Care policies and procedures</li> </ul>

<b>Key relationships</b>	<b>Internal</b>	<b>External</b>
	<ul style="list-style-type: none"> <li>▪ Residents &amp; their Families &amp;/or their Primary Carer/key stakeholders</li> <li>▪ Environmental Services staff</li> <li>▪ Chef Team Leader</li> <li>▪ Nursing staff, &amp; Personal Care Staff</li> <li>▪ Management &amp; Administration Staff</li> <li>▪ Maintenance &amp; Garden Staff</li> <li>▪ Volunteers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Visitors</li> <li>▪ Community</li> <li>▪ Visiting Allied Health Practitioners</li> <li>▪ Visiting Transition Care Program (TCP) Staff</li> <li>▪ Visiting Medical Staff</li> <li>▪ Contractors &amp; Tradespeople</li> <li>▪ Contracted Pharmacy Staff</li> <li>▪ Other invited guests of the facility from time to time</li> </ul>

## **OCCUPATIONAL HEALTH AND SAFETY LEGISLATION**

Duties of employees:

1. While at work, an employee must –
  - a. Take reasonable care for his or her own health and safety; and
  - b. Take reasonable care for the health and safety of persons who might be affected by the employee's acts or omissions at a workplace; and
  - c. Co-operate with his or her employer with respect to any action taken by the employer to comply with a requirement imposed by or under this Act or the regulations.
2. While at work, an employee must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare."

Reference: OH&S Act 2004 Act No. 107/2004 Part 3, Division 4, Item 25.

The following physical activities may be required to meet the obligations of this position:

- Sitting
- Twisting
- Pulling
- Squatting
- Pushing
- Bending
- Walking distances on hard surfaces
- Keyboard work

As the above list may not be conclusive, it is the responsibility of all staff employed by Chaffey Aged Care to follow all risk control strategies and be responsive to potential hazards when completing duties within this position.

### **SPECIAL NOTE**

The above statements and those described in this position description are intended to describe the general nature and level of work being performed by people assigned to this role. They are not intended to be an exhaustive list of all responsibilities, duties and skills required to perform the role

## Person Specification

### **Qualifications/ Registrations/ Licenses**

Demonstrated work experience or relevant certificates in this area would be an advantage

Current Drivers Licence

Food Handling Certificate applicable to Aged Care would be an advantage but may be obtained in the role by the successful applicant

Chemical Handling Certificate or training would be an advantage but may be obtained in the role by the successful applicant

### **ATTRIBUTES ESSENTIAL FOR THE ROLE (Technical Skills/ Knowledge / Experience)**

Current satisfactory police check

Physical ability to undertake the physical activities as indicated but not limited to; and outlined in this position description

Ability to comply with safe work practices and food safe handling practices

Demonstrated commitment to participating in quality improvement within an Aged Care environment

Demonstrated commitment to respecting the values, customs, preferences and spiritual beliefs of residents and their families/representatives

Be able to respond appropriately to residents with physical and cognitive disabilities or seek appropriate assistance

To observe and report changes in residents behaviour or physical condition to the appropriate Nursing Staff or your Line Manager.

Ability to adapt to the changing needs of residents as directed by your line manager or Supervisor

Ability to establish and maintain professional and appropriate relationships with residents and/or their families/representatives and other stakeholders

Demonstrated commitment to maintaining confidentiality

Ability to cope with organisational change and work demands; Ability to perform physically demanding tasks

Basic computer literacy is a necessary minimum

Ability to read, write and communicate in English

Ability to communicate professionally and respectfully with all people

Demonstrated ability to work as part of a team

Demonstrated ability to follow instructions while multitasking

Demonstrated ability to work with minimal supervision

Capacity to organise and prioritise work load

Demonstrated commitment to ongoing education and development

Demonstrated use of initiative

Commitment to the completion of relevant documentation with accuracy and timeliness

Demonstrated work experience in the delegated areas of responsibility as an ESA or the desire to complete necessary training to attain the skills required

Awareness of the Aged Care Standards applicable within your scope of responsibility as an ESA

### **ATTRIBUTES DESIRABLE FOR THE ROLE**

Demonstrated experience in the following roles of either Commercial cleaning and/or Kitchen/Catering-Hospitality Services and/or a Commercial Laundry role or equivalent.

Demonstrated experience in working within the Aged Care Sector in a residential care facility environment

Strong desire to work in Aged Care and the "not for profit" sector

Demonstrated experience interacting with a wide range of people

### **INDICATIVE DAYS & HOURS OF WORK**

Sunday to Monday across all shifts per fortnight as per contract of employment with ability to work flexibly to meet operational needs.

**Other duties as directed by the Manager Corporate & Hospitality Services in conjunction with the CEO and Manager Clinical Services commensurate with classification and abilities.**

**Chaffey Values**

<b>Respect</b>	We demonstrate care, compassion and consideration in our interactions with residents, family, staff and the wider community
<b>Compassion</b>	We act with sensitivity, empathy and consideration for others in every interaction with residents, families and the wider community
<b>Dignity</b>	We recognise and embrace the diversity and value of each individual
<b>Integrity</b>	We demonstrate honesty, credibility and ethics in all that we do, treating each individual fairly and exercising responsibility in decision making
<b>Accountability</b>	Understands roles, uses resources wisely, delivers on time, timely decision making, achieves stretch goals, takes responsibility for performance
<b>Excellence</b>	Supports creativity & innovation, proactive & solution focused, seeks out opportunities, embraces quality improvement, professionalism

Appointment is subject to a satisfactory police records check prior to commencing unless the applicant is already a staff member who is currently employed with Chaffey Aged Care and has already provided a current police check.

This document forms part of the Contract of Employment.

This position may, after due consultation, be revised and amended from time to time in accordance with the needs of Chaffey Aged Care.

**I have read, understood and accept the above position description:**

Acknowledged \_\_\_\_\_ Date \_\_\_\_\_  
 Manager Corporate & Hospitality Services  
 or Authorised Key Personnel Delegate

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

**Other Position Requirements**

- Ability to work additional hours if required and a degree of flexibility

<b>Approved (Job title):</b>	CEO; Manager Corporate & Hospitality Services; Manager Clinical Services
<b>Date:</b>	2014-04 Review Date: 2016-04