

POSITION DESCRIPTION



POSITION TITLE	Accommodation Worker
REPORTING TO	Team Leader, Medical Accommodation
DEPARTMENT	Service Delivery
CLASSIFICATION	SCHADS Level 2

THE ROLE

To provide non-medical, accommodation assistance to guests accessing hospital treatment from rural and remote areas.

KEY RESPONSIBILITIES

Duties

- Accept accommodation bookings, assist with enquiries and guest relations
- Use a computerised system to manage reservations and assist with travel itineraries
- Assist with accommodation administration duties
- Check guests in and out of their accommodation
- Observe and report guest activity to support and ensure safety
- Perform the duties of First Aid and Fire Warden if required
- Assist the housekeeping team with cleaning and laundry duties in accordance with infection control guidelines
- Assist the kitchen team with manual tasks for food service and follow food safety procedures when handling food
- Participate in the operation of the kiosk including taking delivery of supplies replenishing stock, processing payments and maintaining the cash float
- Assist with the setting up of in-house events and functions as required
- Other tasks as assigned

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Ability to communicate with guests and colleagues in a polite, professional, and friendly manner at all times
- Ability to work within a socially diverse environment and show respect for cultural diversity and social differences
- Ability to work independently and as part of a team
- Initiative, creative thinking and problem-solving skills
- Hold or be able to attain First Aid certificate and Food Safety Certificate
- Hold and maintain NT Drivers Licence and Criminal History Check
- Availability to work shift work including nights, weekends, and public holidays.
- Valid state-based working with children or working with vulnerable people check

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Current at July 2025