

# Position Description

POSITION DETAILS			
<b>Position Title</b>	Hospitality Worker		
<b>Reports to</b>	Operations Manager (when applicable) or Residential Aged Care Manager		
<b>Business Function</b>	Residential Services	<b>Salary Grade</b>	ARRCS Enterprise Agreement – Aged Care General Employee
<b>Direct Reports</b>	0	<b>Band / Level</b>	Level 3.1 – 3.4 dependent on skills and experience.
<b>Indirect Reports</b>	0	<b>Location</b>	Northern Territory

REPORTING RELATIONSHIPS	
<b>Internal Key Relationships</b>	Hospitality Workers Operations Manager Consumers within our care and their families/relatives Operational Team Members and Front-Line Leaders
<b>External Key Relationships</b>	Collaborate with third parties providing services to the organisation

OUR ORGANISATION	
ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.	

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE	
The role of the Hospitality Worker provides multi-faceted support across Housekeeping, Catering and Laundry services including cleaning within both residents' rooms and common areas, linen and personal laundry services as well as preparing and serving meals and food to residents within the facility.	
This crucial role is a part of the facilities operational team and supports our residents to have a positive and safe lifestyle.	

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## KEY RESPONSIBILITIES

### Housekeeping Services

- Routine and project cleaning tasks according to established cleaning schedules. Cleaning tasks include mopping and vacuuming floors, damp dusting, waste management, restocking of supplies.
- Utilises effective time management to promote efficiency across job duties including meeting timeframes in accordance with care schedule.
- Completion of cleaning tasks according to infection control and work health and safety requirements including, the safe storage and use of cleaning chemicals
- Recording of the completion of cleaning schedule tasks and monitoring processes as instructed and ensure that hygiene standards are met when cleaning as per the cleaning duties list.
- Ad hoc project tasks as delegated by the manager.

### Laundry Services

- Sorting, washing, drying, pressing, and folding clothing and other textile items.
- Removing stains from items using the appropriate procedures.
- Performing minor sewing duties.
- Tracking which items belong to whom.
- Tracking maintenance and repairs on laundering equipment.
- Anticipating and responding to consumer and families' queries, concerns, and escalating complaints to Operations Manager.
- Effectively and efficiently complete all daily tasks as per rostered and allocated shift duty list

### Catering Services

- Assisting with basic, general food preparation including serving our residents meals and snacks.
- Re-stocking as required, and after meal periods.
- Extensive dishwashing and cleaning of the kitchen, equipment & dining areas.
- Maintaining legislated food hygiene and safety practices.
- Fast, effective service throughout busy periods - with a smile.

### Quality, Safety and Risk Management

- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety, and risk management system. Act in accordance with all relevant external legislation and internal ARRCS policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCS and assume responsibility for the delivery of the system through.
- Active participation in quality improvement activities.
- Actively participate in staff meetings
- Demonstrated knowledge of the Fire Safety and Evacuation Procedure
- Working knowledge of the ARRCS Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
- Be aware and comply with all Standards and Guidelines for Aged Care Services.
- Exercise due care and economy in the use of ARRCS equipment and supplies.

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## Personal Accountability

- Compliance with ARRCS's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCS employees and external stakeholders in accordance with ARRCS's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

## SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

### Qualifications – Essential

- Completion of / Certified Food Handlers Certificate – Standard 3.2.2A

### Qualifications – Desirable

- Certificate II or above in Hospitality

### Experience

- Previous experience assisting in all aspects of kitchen operations, food preparation and service provision in an aged care, hotel, or similar catering environment.
- Ability to work well independently as well as with other team members.
- A commitment to genuine, friendly customer service.
- A motivated, enthusiastic, and positive 'can-do' attitude.
- Able to work long hours often undertaking repetitive tasks.
- Ability to work in a fast-paced time-sensitive environment.
- Pride in personal appearance & hygiene.
- Previous experience in aged care (preferred but not essential).

### Mandatory Requirements

- NDIS Worker Screening Check – Received or lodged prior to commencement.
- Current year Influenza Vaccination.
- National Police Check – Lodged or received within 3-months prior to commencement.

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## Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your Manager or ARRCS Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.