POSITION DESCRIPTION

Domestic Services

Dining Cleaning and Laundry

REPORTS TO	Domestic Services Team Leader and Hospitality Services Coordinator
KEY RELATIONSHIPS	All Staff, residents and families
AGREEMENT / AWARD	Carinya Home for the Aged – Support Staff Enterprise Agreement
HOURS OF WORK	In accordance with the employment contract

About Carinya

Carinya Home for the Aged provides residential aged care in a supportive and caring environment. We employ people who share and demonstrate our values of Respect, Quality Care, Integrity and Compassion.

RESPECT	QUALITY CARE	INTEGRITY	COMPASSION

The Carinya Way

A social model of care that builds an inclusive community, maximises each person's potential through purposeful interactions and supports residents to continue to lead remarkable lives.

Position purpose

This role supports funded aged care services under the Aged Care Act 2024, Aged Care Rules 2025, the Statement of Rights, the Aged Care Code of Conduct, the strengthened Aged Care Quality Standards and Carinya policies and procedures.

The position must protect the rights, dignity, privacy, independence, choice and safety of older people; act with integrity and transparency; raise concerns promptly; and contribute to safe, accountable and person-centred services.

Support residents' wellbeing through high-quality dining, cleaning and laundry services. Serve food and drinks that meet documented dietary requirements and resident choice, maintain safe and welcoming environments, and provide timely laundry and linen services.

Contribute to the strengthened Quality Standards relevant to the role, particularly The Individual, The Environment, Food and Nutrition, and The Residential Community. Respect residents' privacy, cultural needs, preferences and belongings while following food safety, infection prevention and control, and workplace safety procedures.

Key responsibilities

Oversee the day-to-day delivery of dining, cleaning and laundry services. Allocate work, provide staff guidance, monitor service standards and follow up concerns. Escalate significant staffing, safety, food safety, compliance or performance matters to the Hospitality Services Coordinator.

Dining and meal service

- Supervise food and beverage service to ensure staff follow menus, documented dietary requirements, allergies and residents' preferences, seeking clarification from appropriate staff when needed.
- Coordinate breakfast setup, beverage service, dining room service and delivery of meals to resident rooms, promoting a respectful and comfortable dining experience.
- Monitor staff adherence to documented texture-modified food and fluid requirements, ensuring staff work within their training and refer proposed changes to appropriate clinical staff.

- Monitor the cleanliness and hygiene of servery, scullery and dining areas, including the washing, sanitising and storage of utensils and equipment.
- Oversee stock replenishment and safe food storage, promptly address meal service concerns and escalate food safety issues.

Cleaning services

- Coordinate and monitor cleaning of resident rooms, bathrooms and communal areas, ensuring staff respect residents' privacy and personal belongings.
- Allocate routine and non-routine cleaning tasks and check completion against approved schedules and standards.
- Monitor staff use of colour-coded systems, infection prevention and control procedures, equipment and chemical handling instructions.
- Arrange follow-up of equipment faults and maintenance requirements, and monitor waste disposal and cleaning supply levels.
- Identify gaps in cleaning standards, provide guidance and follow up corrective actions.

Laundry and linen services

- Coordinate and monitor the collection, sorting, washing, drying, folding and distribution of residents' clothing and facility linen.
- Ensure staff follow approved procedures for contaminated and special-care items.
- Monitor clothing and linen identification, processing and storage to reduce loss, damage and incorrect delivery.
- Oversee linen trolley preparation, distribution and stock levels, and report replacement requirements.
- Ensure residents' laundry enquiries are handled respectfully and followed through, including recording and investigating missing, damaged or incorrectly returned items.

Administration and service monitoring

- Coordinate and conduct routine staff appraisals as delegated by the Hospitality Services Coordinator (HSC), document agreed goals and follow up training and development needs.
- Check that required Food Safety Program (FSP) records for dining and the Wellness Centre Servery are completed accurately and on time. Follow up missing or incomplete entries and promptly escalate food safety concerns to the HSC.
- Maintain cleaning schedules, task allocations and completion records. Refer proposed changes to cleaning routines or procedures to the HSC for approval.
- Complete allocated service checks and audits across dining, cleaning, laundry and the Wellness Centre Servery. Record findings and monitor completion of corrective actions.
- Maintain a task register showing priorities, due dates, progress and outstanding actions. Review this with the HSC at regular check-ins and raise workload concerns or delays early.
- Maintain confidential records of staff discussions, meetings, training and routine follow-up, referring significant performance concerns and formal management matters to the HSC.

All service areas

- Follow policies, procedures, routines and schedules while responding respectfully to residents' needs and preferences.
- Communicate effectively with residents, families and staff, and promptly escalate concerns about safety, rights, service quality or changes in residents' wellbeing.
- Participate in training, audits and quality improvement activities.

Key competencies

- Ability to follow routines, policies, procedures and service standards.
- Demonstrated safe and hygienic work practices.
- Ability to work independently and as part of a team.
- Respectful communication with residents, families and staff.
- Ability to identify issues and seek guidance when required.

Knowledge and skills

- Understanding of food safety, infection prevention and control, and workplace health and safety requirements.

- Time management, task prioritisation and problem-solving skills.
- Awareness of resident-centred care principles and willingness to undertake ongoing education.

Qualifications and experience

- Previous experience in hospitality, cleaning or laundry services is desirable.
- Certificate II or III in Hospitality, Cleaning Operations or a related field is desirable.
- Aged-care experience is preferred but not essential.

Additional requirements

- Current or ability to obtain and keep current police check acceptable for aged-care work.
- Current annual influenza vaccination, with evidence provided to Carinya.
- COVID-19 vaccination in accordance with current Queensland Health advice.

General compliance and conduct

- Comply with Carinya policies, procedures, delegations, lawful directions and the requirements of the role's applicable enterprise agreement or employment contract.
- Comply with the Aged Care Code of Conduct and support the Statement of Rights and strengthened Aged Care Quality Standards.
- Protect personal, health, employee and organisational information in accordance with the Privacy Act 1988, Australian Privacy Principles, confidentiality obligations and approved records-management practices.
- Take reasonable care for personal and workplace health and safety and comply with the Work Health and Safety Act 2011 (Qld), incident reporting and emergency procedures.
- Promote an inclusive workplace and comply with applicable anti-discrimination, sexual harassment, bullying and equal employment opportunity requirements.
- Maintain an acceptable police certificate less than three years old or an accepted NDIS worker screening clearance, together with any additional screening or statutory declarations required for the role. Immediately disclose relevant changes and follow Carinya's screening procedures.
- Complete mandatory training and maintain any vaccination, licence, qualification or competency requirements confirmed by Carinya for the role.

Performance and review

Performance will be reviewed during probation and then through Carinya's performance development and review processes. The position description may be reasonably updated to reflect operational, legislative, regulatory or organisational changes following consultation where required.

Review areas include timely completion of allocated duties; accurate meal and beverage service, including dietary, allergy and texture requirements; cleaning standards; safe handling and correct return of clothing and linen; stock replenishment; safe use of equipment and chemicals; completion of required records; respectful resident service; and clear communication and reporting of concerns. Reviews will cover the service areas in which the employee works. Specific expectations and review timeframes will be agreed with the Domestic Services Team Leader and Hospitality Services Coordinator.

Version control

Version	1.1
Updated	01 October 2026
Change summary	updated role purpose and compliance wording; added version control, clarified support duties, task direction, food safety
Approval status	Approved
Approved by and date	Thor Bouttell HSC 15/10/2026
Next review	12 months after approval, or sooner if requirements change

Acknowledgement

Employee name

Employee signature

Manager signature

Date