

Alexandra District Health - Position Description

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| Position Title: | Support Services Assistant – Domestic Services |
| Directorate/Team: | Support Services |
| Classification/Award: | HA1 – Food and Domestic Services Assistant Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 – 2020. |
| Date Approved: | 9 th July 2020 |
| Approved by: | Director of People and Culture |

ALEXANDRA DISTRICT HEALTH

Alexandra District Health (ADH) is the major health service organisation within the Shire of Murrindindi and has a long and proud history in health related service provision to the area, providing inpatient and outpatient services including specialist medical services, operating theatre services, radiology, pathology and district nursing. In addition, the hospital delivers community health services including a wide range of allied health and health promotion services.

ORGANISATIONAL RELATIONSHIPS

Reports to: Support Services Manager

Manages/Coordinates: NA.

KEY RESPONSIBILITIES AND DUTIES

The Domestic Services Assistant is responsible for the maintenance of hygiene and cleanliness standards within the Health Service, ensuring a safe and clean environment for patients, clients, staff and visitors.

Key Responsibilities / Duties:

- Complete daily tasks as outlined in the role specific task lists associated with the allocated shift
- Staff are required to be flexible and willing to assist other staff members as requested by the Support Services Manager
- Ensure a high standard of cleanliness across all areas of the health service and accommodation settings in accordance with documented work schedules and Alexandra District Health (ADH) Policies and Procedures
- Prioritise workload accordingly due to sick leave or increased activity
- Ensure accurate documentation in the departmental communication book, including tasks that require reallocation
- Ensures knowledge and compliance with the Department of Health and Human Services - Cleaning Standards for Victorian Health Facilities
- Rotate within and provide relief within other Support Services roles as required and within your skill set
- Competency in the safe and effective use of the required cleaning equipment
- Identify equipment and maintenance defects and report appropriately to the Support Services Manager or Facility Manager
- Follow hygiene and cleaning processes as per ADH Infection Control Policies and Procedures
- Undertake special cleaning duties within Support Services as directed
- Ensure the correct use and storage of all chemicals and products is in accordance with manufacturer's guidelines
- Work as a member of the team
- Report and assist in the follow up of patient feedback
- Participate in the ADH Quality Improvement Program
- Assist with the orientation program for new staff

- Maintain up to date working knowledge of ADH Emergency Procedures
- Act in a professional and ethical manner at all times
- Maintain confidentiality of staff, patients and visitors
- Communicate appropriately with staff, patients, relatives and visitors
- Awareness of and adherence to Occupational Health and Safety responsibilities
- Actively promote and abide by the ADH organisational values
- Participate in the annual performance appraisal process

SPECIALIST SKILLS AND KNOWLEDGE

Essential:

Relevant Experience in a similar role or a willingness to undertake the required training to complete the requirements of the role.

Desirable:

Drivers licence

KEY SELECTION CRITERIA

- Advanced skills and experience working within a domestic service setting
- Ability to work independently and be self-directed as well as participate as a member of a team
- Exemplary cleanliness and hygiene standards
- Knowledge of Infection Control Processes
- Well-developed written and verbal communication skills
- Excellent organisational and time management skills
- Experience in conflict management / negotiation
- Knowledge of Infection Control Processes
- Understanding Occupational Health and Safety requirements
- Current National Criminal History Record Check and Working with Children Check

MANDATORY COMPETENCIES

The employee will meet the mandatory clinical and non-clinical competencies under the ADH mandatory competencies program.

The employee will be required to show evidence of successfully completing the ADH mandatory competencies, within the first six weeks of commencing the position.

It is expected at ADH that each employee must successfully complete mandatory competencies at least annually (where relevant).

ORGANISATIONAL MISSION, VISION AND VALUES

MISSION: Great healthcare, locally.

VISION: Partner with our community so together we create excellence in rural healthcare.

VALUES: Alexandra District Health staff work with each other according to the ADH values “**ADH CARES**”. The detail of these values is listed below and the behaviours expected against these values required when working for or representing ADH.

These values include:

Accessible:

- create a welcoming environment for all
- be responsive to community needs, inclusive of diversity
- provide information in a form that is easy to understand
- be responsive and creative to the changing needs of our community

Dedicated:

- go the extra mile for the people who attend our health service
- take pride in everything we do
- strive to do our best each and every time
- take action and find a solution to a problem

Holistic

- consider the treatment of the whole person, considering mental and social factors, rather than just symptoms of a disease
- consider all aspects of a person's health care journey
- strive to provide a complete service within our capabilities
- Work collaboratively to reach a desired goal

Compassionate

- be sympathetic and show care to patients, visitors and staff
- have empathy and make every effort to understand individual needs
- involve people in the decisions that affect them
- put ourselves in someone else's shoes

Accountable

- take responsibility for our actions
- ensure knowledge and adherence to ADH policy and procedures
- ensure we make decisions based on all relevant facts
- manage our resources to ensure an efficient health service

Respect

- value the worth of each and every person
- consider the views and ideas of others
- treat others how we expect to be treated
- maintain the privacy and confidentiality of others

Excellent:

- continuously strive to do better, learning from our mistakes
- be innovative in evidence-based healthcare
- strive to inspire and empower others
- do our best, each and every time

Safe:

- Ensure a safe health service for all patients, staff and visitors
- report issues of concern of risk and take action
- work within our scope of practice
- provide an inclusive environment for all.

OCCUPATIONAL HEALTH & SAFETY

All staff are expected:

- to comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures. In addition, staff have the following responsibilities:
- to take reasonable care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace.
- to seek guidance about new or modified work procedures.
- to ensure that any hazardous conditions are eliminated or minimised and that near misses and injuries are reported immediately to the supervisor.

If the role includes people management duties, these include the requirement to manage the health and safety of people under your control and support the actions contained in Alexandra District Health OH&S policies

SPECIAL REQUIREMENTS

- All staff will be required to satisfactorily complete a Police Records Check prior to commencing employment.
 - All staff will be required to have a Working with Children's Check
 - All Employees are required to advise the ADH People and Culture Department of any changes that may affect the current Police Records check status, and advise Management immediately.
 - Where an employee is required to drive a motor vehicle, each employee shall hold a valid driver's licence.
 - A completion of pre-existing injury or illness declaration will be required prior to appointment to a position.
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- All employees of ADH are bound to work according to the policies and procedures of Alexandra District Health, the Industrial Agreements that provide their terms and conditions of employment, any Scopes of Practice and professional codes of conduct established for your profession, the Code of Conduct for Victorian public sector employees and the provisions of the Fair Work Act, as amended from time to time.
 - All employees are required to familiarise themselves with these Policies and Procedures, Agreements, Scopes of Practice, Codes of Conduct and the relevant provisions of the Fair Work Act particularly those which relate to working harmoniously with other staff.
 - ADH is committed to promoting a culture of trust, integrity and honesty in the services it provides to its community, and in the administration of those services. To achieve the best health and wellbeing for its community, ADH needs to be able to provide support and services without fraud or corruption and reducing the ability or resources to achieve this goal.
 - All employees must comply with legislation, policies and lawful instructions in the performance of their work. All employees must report to their Manager, CEO or the People and Culture Department any workplace behaviour that violates any law, rule or regulation, or represents corrupt conduct, mismanagement of public resources, or is a danger to public health or safety, or to the environment.

I acknowledge:

- That I have read and fully understand the Position Description of the position.
- I agree that I accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That ADH may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

(Date)

(Print Name)