
Position	Environmental Services Coordinator
Classification	TBA dependent on qualifications and experience relevant to this position
Award	Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & Administrative Officers) Enterprise Agreement 2016-2020
Reports to	Warracknabeal Campus Manager-Acute
Direct reports	Environmental Services Team Leader Hopetoun, Environmental Services Team Warracknabeal
Key relationships	Executive team, managers of departments, residents, clients and all team members
Hours of Work	This is normally a full time position but hours can be negotiated and confirmed on the roster

Position summary

The Environmental Services Coordinator empowers and supports team members to undertake their roles and responsibilities effectively and efficiently. This leadership ensures that catering, cleaning and laundry services are safe and comply with appropriate legislation.

The environmental systems will be in place and maintained to ensure safety and client and team members satisfaction. The services will be delivered within an agreed budget and will focus on enhancing the lives of those that we work with.

This service will ensure services delivered at the Rural Northwest Health to be of a high standard, compliant, safe and that risks and opportunities for improvement are identified, prioritised and all identified projects are implemented to agreed timelines.

Key responsibilities

1. Develop, maintain and implement agreed quality systems to support all food prepared and served at Rural Northwest Health campuses and to approved contracts to meet resident and client need and food safety legislation.
2. Ensure documentation, food delivery contracts and team member practices comply with legislated compliance.
3. Attend resident and relative meetings and utilise feedback received to improve services.
4. Support team members with training to utilise systems and equipment.
5. Work with other services in the region to ensure Rural Northwest Health is sharing expertise and development opportunities.
6. Ensure accreditation self-assessments are completed in a timely manner.
7. Develop, maintain and implement agreed quality systems to support all cleaning and laundry undertaken at Rural Northwest Health campuses to meet resident and client needs and infection control legislation.
8. Ensure documentation, chemical contracts and team member practices comply with legislated compliance.
9. Provide reports to the Department of Health, Shire, Aged Care Agency and any other bodies as required to ensure accreditation and compliance.

Key position accountabilities

Accreditation and governance

1. Maintain practice within aged care, national standards and food safety frameworks established by legislation, national and state policy.
2. Understand, comply with and adhere to Rural Northwest Health guidelines, principles, policies and protocols.
3. Understand, comply with and adhere to Rural Northwest Health OH&S policies and work practices.
4. Communicate with all team members every working day to achieve the vision and mission and strategic goals of the organisation.
5. Participates in relevant policy and work practice review.
6. Provides reports to the Department of Health and Human Services, Shire, Aged Care Agency and any other bodies as required to ensure accreditation and compliance
7. Attends resident and relative meeting and utilises feedback received to improve services
8. Supports team members to undertake their roles effectively, safely and efficiently
9. Supports team members to be orientated correctly to utilise systems and equipment
10. Works with other services in the region to ensure Rural Northwest Health is sharing expertise and development opportunities
11. Supports and demonstrates a team approach with all team members across the campus, the leadership team, partners and stakeholders.
12. Achieve team work through effective collaboration and communication processes
13. Support a culture of performance improvement and evaluation.

Safe practice and environment

1. Contribute to workplace safety and reduction of workplace injuries.
2. Ensure team members, clients, residents and visitors are safe and accurately report any incidents, hazards and near misses in a timely and professional manner.
3. Respond, relay and demonstrate information regarding emergency codes and support team members to respond appropriately to codes in the event of fire or other emergency.
4. Ensure good infection control systems are in place across all campuses to keep team members, residents, clients and visitors safe

Personal and professional development

1. Recognise and seek assistance from other relevant team members when tasks fall outside of ability or area of responsibility.
2. Utilise effective prioritisation of projects and time management strategies to ensure agreed outcomes are achieved
3. Where issues are unclear or beyond own abilities and qualifications seek assistance and clarification.
4. Demonstrate an ongoing commitment to personal and professional development.
5. Participate in essential or mandatory training annually.
6. Understand and adhere to Rural Northwest Health Code of Conduct.

Information management

1. Comply with and maintain all privacy legislation requirements and Rural Northwest Health confidentiality statements when communicating information pertaining to residents, team members and the operations of any Rural Northwest Health facilities.

2. Comply with medico-legal, professional and Rural Northwest Health standards regarding client and resident documentation.
3. Be aware of and adhere to all policy and protocol requirements in relation to fraud prevention, detection and reporting.
4. Utilise information technology as appropriate in the performance of the role.

Key selection criteria

Qualifications and relative experience

- Certificate II or IV in Hospitality Services.
- Certificate IV in Workplace Training and Assessment.
- Graduate Qualification in Quality Management /LEAN processes.

Essential

- Experience in catering, cleaning and laundry services.
- Demonstrated experience in supporting team members to develop and maintain catering, cleaning and laundry systems that meet accreditation and legislation requirements.
- Demonstrated experience in continuous improvement projects that improve systems and allow team members to be more effective and efficient in their roles, resulting in enhanced outcomes for clients and residents.
- Demonstrated experience in supporting team members to prepare, chill, reheat and serve tasty and nutritious food that meets individual preferences and clinical needs and meets food safety requirements.
- Intermediate or advanced user of Microsoft Word, Excel and Outlook.
- Exceptional writing and computer skills, including the ability to develop high quality reports within designated time frames.
- Well-developed Interpersonal communication skills and the ability to develop collaborative working relationships.
- Commitment to and willingness to participate in continuing training and education related to area of employment
- Understanding of living and working within small rural community.

Preferred

- Experience in management.
- Experience and knowledge of hotel services in an aged and health service setting.

Personal attributes

- Demonstrated experience in supporting team members to achieve accreditation and undertake education.
- Well-developed Interpersonal communication skills and the ability to develop collaborative working relationships.
- Demonstrated experience in teaching team members to understand policies and protocols and undertake tasks as directed by Rural Northwest Health.
- Ability to work independently and within a multi-disciplinary team.
- Ability to use judgement, initiative and common sense when performing duties
- Strong organisational skills that reflect the ability to perform and prioritise multiple tasks seamlessly with excellent attention to detail
- Emotional maturity.

- Highly resourceful team-player with the ability to also be extremely effective independently

Certificates, licences and registrations

- Current driver’s licence
- Current police check.
- Registration with APHRA if required.

Key performance criteria

Rural Northwest Health is committed to delivering services that demonstrates innovation and braveness in every element of the business. Our strategic focus for 2016-2020 will be:

- Improving community members wellbeing and supporting them to live well at home
- Providing a service in residential age care that allows residents to live a good life and share their skills and ability and contribute to their community
- Assisting community members to access high quality services across Victoria that supports them to maintain and improve their health and wellbeing
- Maintaining and strengthening Rural Northwest Health business and service quality, and capability and competence of all team members.

Key result areas

All team members are accountable for Key Result Areas to assist the organisation to meet their strategic goals and intent. Team members will be required to work with all stakeholders and each other to support the community to receive services that are innovative, excellent and of a high quality.

Performance area	Performance criteria
Improving community members wellbeing and supporting them to live well at home	<ul style="list-style-type: none"> • Informing community members about the services that Rural Northwest Health provides • Educating community members about cleanliness to prevent infections
Providing a service in residential age care that allows residents to live a good life and utilise their ability and contribute to their community	<ul style="list-style-type: none"> • Providing a service that demonstrates it is person centred by ensuring residents and clients receive the correct meals and drinks • Demonstrating that cleaning and meal services are provided when the resident requires them to be undertaken • Informing community members about the services that Rural Northwest Health provides • Attending events and activities held in the residential services whenever possible • When holding events or developing new services investigating how residents can be included • Demonstrating that every interaction results in a positive resident experience
Assisting community members to access high quality services across Victoria that supports them to maintain their health and wellbeing	<ul style="list-style-type: none"> • Supporting community members to access clean and tidy environments when utilising the facilities

	<ul style="list-style-type: none"> • Informing community members about the services that Rural Northwest Health provides • Assist community members to utilise Telehealth and Rural Northwest Health services for their health needs
Improving their own health and wellbeing to support all team members to enhance and maintain their health and wellbeing	<ul style="list-style-type: none"> • Engaging in the Staff Well Life program and undertaking activities that improve the team members health and wellbeing • Working with the health and wellbeing officer to understand the physical requirements of their role and undertaking all physical tasks in a manner that keeps them safe • Setting realistic health and wellbeing goals annually as part of the personal and professional development program • Speaking to any team member professionally that is not displaying the FISH principles

Environmental Services Coordinator position specific physical requirements

Due to the geographic layout and nature of work employees will be required to undertake a diversity of tasks which may require various forms of mobility.

The following specific physical requirements are necessary to carry out the essential elements of the position as outlined in the position description.

The following frequency descriptions relate to percentages of a normal working day:

1. Continuous = 75% to 100%
2. Frequent = 25% to 75%
3. Infrequent = 0% to 25%

1. Continuous	
Handling and feeling	<ul style="list-style-type: none"> • Finger dexterity and hand-eye coordination along with full hand and wrist movement • Ability to perceive attributes of objects by touching with skin, particularly that of the fingertips
Talking	<ul style="list-style-type: none"> • An excellent understanding of the English language is required when dealing with external organisations and Rural Northwest Health team members • Ability to communicate effectively
Hearing	<ul style="list-style-type: none"> • Ability to maintain hearing acuity with correction if required and the ability to hear and understand whispered conversations at a distance of up to 1 metre • Ability to interpret what is being heard
Vision	<ul style="list-style-type: none"> • Ability to maintain 20/20 vision using correction if required • Ability to see and recognise objects and read documents • Ability to discriminate between colours and to determine depth perception
Smelling	<ul style="list-style-type: none"> • Ability to distinguish odours and identify hazards

Repetitive motions	<ul style="list-style-type: none"> Repetitive motions of the wrists, hands or fingers may be required when carrying out administration duties such as but not limited to typing
2. Frequent	
Standing and walking	<ul style="list-style-type: none"> Major components of the position Required for movement around the organisation Requires the ability to fully use both legs on a variety of surfaces
Sitting	<ul style="list-style-type: none"> Required when carrying out documentation or administration requirements
Lifting and carrying	<ul style="list-style-type: none"> Required in the movement of objects around the organisation including movement from lower to higher and/or horizontally and/or place to place Requires the ability to fully use both arms and hands
Pushing and pulling	<ul style="list-style-type: none"> Required to draw, drag, push or tug objects around the organisation including but not limited to trolleys
Bending and crouching	<ul style="list-style-type: none"> Bending at waist level whilst carrying out job requirements in the organisation Ability to crouch to floor level when required
Reaching and stretching	<ul style="list-style-type: none"> Required in carrying out administration duties and in the movement of objects in the organisation
Twisting	<ul style="list-style-type: none"> May be required in the movement of objects in the organisation The ability to reach in all directions and to twist at the waist is required
Grasping/finger movement	<ul style="list-style-type: none"> Pinching, picking, and typing is required to holding onto objects Ability to do repetitive motions with hands, wrists and fingers
3. Infrequent	
Climbing	<ul style="list-style-type: none"> Required when ascending or descending stairs Requires ability to utilise both legs and feet and/or hands and arms Body agility is required
Balancing	<ul style="list-style-type: none"> Required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out job requirements
Kneeling	<ul style="list-style-type: none"> May be required when carrying out elements of the role

Performance and professional development plans

The Environmental Services Coordinator personal and professional development plan will be evaluated by the Warracknabeal Campus Manager – Acute at the conclusion of three month’s service; prior to the completion of the six month’s probationary period; after 12 month’s service; thereafter each subsequent 12 months, on termination of employment or by request.

Rural Northwest Health’s policy is that concerns over skill and performance of employees are addressed wherever possible through a personal and professional development plan which is not related to the Disciplinary Protocol.

Note: Statements in this position description are intended to reflect in general the responsibilities of the position and are not to be interpreted as being all inclusive.

Key organisational requirements	
Police record check	Appointment and ongoing employment is subject to a satisfactory police records check
Code of conduct	The expectations the Rural Northwest Health has of its team members
Contract of employment	Your appointment is subject to your acceptance of the terms and conditions as laid out in your contract of employment which will apply unless you agree with Rural Northwest Health in writing to alter or replace them
Confidentiality	The team member is to maintain strict confidentiality with reference to all matters relating to clients, patients, residents and team members of Rural Northwest Health both internally within work hours and externally out of work hours. Failure to observe this requirement may be regarded as misconduct warranting termination and incur liability to penalty pursuant to Section 141 of the Health Services Act 1988
Information technology	The team member is to be aware of the requirement to be familiar with and able to access and use the Rural Northwest Health information communication and technology system such as computer, intranet, email, telephone, photocopier and facsimile
Policies, procedures and protocols	The team member is required to make themselves familiar with and abide by the Rural Northwest Health policies and protocols located on the Rural Northwest Health Intranet
Quality improvement and risk management	The team member is required to participate in the Rural Northwest Health quality improvement and risk management programs to encourage excellence of care and cost containment
Occupational Health and Safety	The team member is required to take all reasonable care to ensure personal safety and the safety of others who may be affected by acts or omission of the team member in the workplace (Occupational Health and Safety Act 2004, section 25)
Infection prevention and control	The team member is required to adhere to infection prevention and control protocols and procedures designed to prevent infection transmission in the workplace
Staff development	The team member is required to attend an induction session as close to their employment commencement as possible and participate in professional development annually
Duties	This position description reflects your general duties but may not be interpreted as being all inclusive. For further key responsibilities refer to allocated duty list and procedures for daily duties
Professional and Personal Development plan	A development plan will be developed in accordance with the statement outlined in this position description
Qualifying period	A qualifying (probationary) period of six months will be adhered to after which time a permanent contract will be offered if the incumbent's performance is deemed to be satisfactory
Termination of employment	Notice periods for termination or resignation of employment will be as outlined in the National Employment Standards

Employee declaration

I declare that I have read and understand the position description and physical requirements of this position. I declare that I have the physical ability to fulfil this position and in fulfilling the key responsibility areas.

I understand that the information provided in this document is a general outline, does not encompass the aspects of the position and that daily duties and responsibilities are provided in the allocated duty list and procedures.

By initialling the top right hand corner of each page I confirm that I have read and understood the position description and physical requirements.

I understand that this is separate to the employment contract outlining my conditions of employment details.

Employee signature _____

Employee name (please print) _____ **Date** ____ / ____ / ____

Manager signature _____

Manager name (please print) _____ **Date** ____ / ____ / ____