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<b>Position</b>	Environmental Services Assistant
<b>Classification</b>	Food and Domestic Services Assistant
<b>Award</b>	Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Officers) Enterprise Agreement 2016-2020
<b>Reports to</b>	Environmental Services Coordinator
<b>Hours of Work</b>	As per individual contract of employment in line with rosters or hours of operation

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### Position summary

The Environmental Services Assistant is responsible for cleaning and laundry as designated in accordance with duty lists as well as assisting in all aspects of catering in accordance with duty lists including the cooking and preparation of food.

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### Key responsibilities

For key responsibilities of this position refer to allocated duty list and procedures for daily duties.

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### Key position accountabilities

#### Accreditation and governance

1. Maintain practice within framework 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. Ensure compliance with the National, Community Care and Aged Care Standards and achievement of accreditation.
5. Participate and provide support in accreditation and national standards activities as directed.
6. Contribute to the success of Rural Northwest Health as a leading health provider.
7. Communicate with all team members every working day to achieve the vision and mission and strategic goals of the organisation.
8. Support a culture of performance improvement and evaluation.
9. Effective prioritisation of projects and meeting of timelines.

#### Safe practice and environment

1. Contribute to workplace safety and reduction of workplace injuries.
2. Ensure team members, clients, patients, 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. Responsible for the safe management of equipment – this includes using equipment within standard operating guidelines, conducting appropriate preventative maintenance and not using unsafe equipment.

#### 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. Where issues are unclear or beyond own abilities and qualifications seek assistance and clarification.
3. Demonstrate an ongoing commitment to personal and professional development.
4. Participate in essential or mandatory training annually.
5. 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**

- Food Hygiene certificate or working towards certification
- Demonstrated knowledge and experience working in catering, cleaning and laundry systems environments that meet accreditation standards
- Experience and knowledge of environmental services in an aged and health service setting

#### **Essential**

- Manual dexterity
- Ability to work quickly and efficiently
- Flexible approach to hours of work
- Caring approach with empathy for the aged
- To be aware of the need for strict confidentiality and privacy of information relating to residents and patients
- Ability to provide a high standard of service to all residents and patients
- Respect for diversity in values, customs and beliefs

#### **Preferred**

- Basic understanding of good food intake
- Understanding of effective cleaning standards

#### **Personal attributes**

- A positive approach to all aspects of patient and resident care
- 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
- Forward looking thinker who actively seeks opportunities and proposes solutions
- Ability to demonstrate initiative and creativity
- 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.

**Certificates, licences and registrations**

- Current driver’s licence
- Current police check.

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

	<ul style="list-style-type: none"> <li>Assist community members to utilise Telehealth and Rural Northwest Health services for their health needs</li> </ul>
<p><b>Improving their own health and wellbeing to support all team members to enhance and maintain their health and wellbeing</b></p>	<ul style="list-style-type: none"> <li>Engaging in the Staff Well Life program and undertaking activities that improve the team members health and wellbeing</li> <li>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</li> <li>Setting realistic health and wellbeing goals annually as part of the personal and professional development program</li> <li>Speaking to any team member professionally that is not displaying the FISH principles</li> </ul>

**Environmental Services Assistant 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%

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

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

**Performance and professional development plans**

The Environmental Services Assistant’s personal and professional development plan will be evaluated by the Environmental Services Coordinator 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 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.

<b>Key organisational requirements</b>	
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** \_\_\_\_ / \_\_\_\_ / \_\_\_\_