

Position Definition	
Position:	Hotel Services/Cleaner
Agreement:	Health and Allied
Classification:	IJ1
Position reports to:	Hotel Services Team Leader
Effective date:	July 2022
Approved by:	General Manager – Support Services

Organisational Context
<p>Yea & District Memorial Hospital (YDMH) provides acute, aged and community healthcare, to people of all ages from the Yea & surrounding western Murrindindi district communities.</p> <p>Our services have a strong focus on best practice clinical assessment, treatment, and care.</p> <p>YDMH partners with General Practitioners, Hospitals, the three levels of government, local agencies, and community members to achieve a universal primary healthcare system.</p> <p>YDMH is a small rural health service. It is funded by state and commonwealth government grants and other self-managed revenue activities. It is governed by a Board of Directors selected and appointed by the Governor in Council</p> <p>YDMH Vision – An exceptional rural health service serving and engaging our local community</p> <p>YDMH Values – Integrity, Respect, Accountability, Responsiveness & Impartiality</p> <p>Our expectation is that staff will operate as a co-operative team. Our staff will be flexible, multi-skilled and able to work with a diverse range of individuals, multidisciplinary groups, and community agencies.</p> <p>Our staff will continually update their knowledge to take on new responsibilities and challenges and be adaptive to changes within the health landscape environment.</p>

Purpose and Scope
<p>The purpose of this Hotel Services/Cleaner role is to:</p> <ul style="list-style-type: none"> • <i>Provide a high standard of cleaning service in all areas of the organisation</i> • <i>Produce a clean and odour-free environment that is fit for purpose</i> • <i>Perform cleaning practices to reduce environmental contamination within the organisation service areas</i> • <i>Work collegiately as part of the YDMH Hotel Services team</i> • <i>Follow cleaning and infection control guidance in the delivery of the role</i> • <i>Deliver excellent customer service to patients, staff, and consumers/contractors</i>

Key Responsibilities and Duties

Service delivery:

- To meet, and strive to exceed levels of cleaning standards within the organisation
- Restock hospital supplies e.g. gloves, hand towel, toilet tissue, soap dispensers etc, as necessary.
- Check that door locks, hand dryers, lights, dispensers, and other items are operational and report any faults.
- Carry out cleaning activities including, but not limited to, sweeping, mopping, hosing, wiping, disinfecting, vacuuming, high /low dusting, and waste removal.
- To practise effective infection control procedures in all cleaning service delivery practices
- Demonstrate a high level of competency in cleaning application
- To assist in the orientation of new staff as required.
- Ensure accurate and timely recording of all cleaning activities completed in relevant documents
- Assist and participate in Hotel Services Quality projects and activities including the service audit schedule
- Involvement in YDMH organisational accreditation planning and preparation as required
- Appropriate incident management reporting & recording within service including recording on VHIMs portal
- Assist in service equipment monitoring and maintenance.
- Ensure appropriate usage and storage of equipment and chemicals
- Maintain up to date working knowledge of all emergency protocols to ensure that the Hotel Services Department is safe and secure for self, staff, patients, and volunteers always
- To participate in YDMH Hotel Services meetings
- Occasionally assist in food services delivery as required
- To maintain effective communication and liaison with the Team Leader
- Other duties as directed by the Team Leader

Organisational:

- To abide by and actively support YDMH OH&S policies to ensure the safety and wellbeing of the employee, clients, colleagues, contractors, and visitors.
- To ensure that the confidentiality of YDMH patients is always respected and upheld.
- To actively support the Vision, Purpose and Values contained in the YDMH Strategic Plan.
- To undertake Continuing Professional Development including participation in YDMH mandatory training program
- To participate in YDMH annual performance appraisal process.
- To abide by the Policies & Procedures of YDMH (which may be amended from time to time).
- To actively promote YDMH and its services within the community.
- Other duties as directed.

Key Responsibilities and Duties	
Leadership:	<ul style="list-style-type: none"> • N/A
Management:	<ul style="list-style-type: none"> • N/A
Financial:	<ul style="list-style-type: none"> • N/A

Core Competencies, Attributes and Capabilities	
Professional:	<ul style="list-style-type: none"> • Thorough understanding and absolute commitment to the principles and practises of infection control in delivery • Demonstrated commitment to and use of appropriate ethical standards and value behaviours.
Client orientation:	<ul style="list-style-type: none"> • Sensitivity to clients experiencing health decline & difficulties
Interpersonal:	<ul style="list-style-type: none"> • Good written and oral communication skills. • Ability to negotiate and gain co-operation and support from others in a team environment. • Willingness to support team members and work as part of a cohesive team across YDMH.
Leadership:	<ul style="list-style-type: none"> • N/A
Management:	<ul style="list-style-type: none"> • N/A
Computer:	<ul style="list-style-type: none"> • The capacity to learn to effectively use the YDMH electronic systems
Others (specify):	Not applicable
Financial:	<ul style="list-style-type: none"> • N/A

Key Selection Criteria	
Mandatory:	<ul style="list-style-type: none"> • Understanding of Infection Control principles related to health service cleaning • Demonstrated Core Attributes as listed above
Desirable:	<ul style="list-style-type: none"> • Previous cleaning experience • Food Handling certification

Conditions of Employment	
Remuneration:	<ul style="list-style-type: none"> • The employee will be paid in accordance with the Award/Agreement. • Salary Packaging is available for permanent and fixed term employees, in accordance with prevailing legislation and YDMH Policy.
Location:	<ul style="list-style-type: none"> • The employee will be expected to work in cleaning across the organisation.

Conditions of Employment	
Hours of duty:	<ul style="list-style-type: none"> The hours of duty will be as per the roster
Pre-employment checks:	<p>A Police Check is mandatory. In accordance with YDMH Policy, relevant convictions will be taken into consideration when considering applicants for this position.</p> <p>All employees of YDMH must be either an Australian Citizen, Permanent Resident or have an appropriate Australian visa that will legally enable them to fulfil the obligations of the contract of employment.</p> <p>YDMH employees who are engaged in direct client care are required to complete the YDMH Staff immunisation record form, confirming their consent to receive or declaration that they have received the recommended vaccinations.</p>
Probationary period:	Confirmation of new employees to YDMH is subject to a 6-month probationary period, during which time the employee must demonstrate satisfactory capability to perform the Key Responsibilities and Duties. This probationary period is regarded as an extension of the interview process.

Acknowledgement

Position Descriptions may be modified from time to time in accordance with YDMH Policy, relevant Awards, Agreements or Legislative amendments.

Awards and Agreements may be modified or replaced in accordance with the Fair Work Act 2009.

I acknowledge:

- That I have read and fully understand the Position Description.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Yea and District Memorial Hospital may alter the duties of this position description 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 (Print Name): _____

Signature: _____ Date: ____/____/____

Manager: _____ Date: ____/____/____

Validated by:	Manager
Created:	July 2022
Review Date:	July 2024

Yea & District Memorial Hospital is an equal opportunity employer who respects the diversity within our world and is inclusive of our community’s diversity including Aboriginal and Torres Strait Islander people, Lesbian, Gay, Transsexual, Bisexual and Intersex, varying age groups, cultural backgrounds and abilities.