

Employment

Position Description

Position:	Hospitality Services Assistant
Award:	Lyndoch Living (Health and Allied Services, Managers and Administrative Officers) Enterprise Agreement 2016-2020
Classification:	Food & Domestic Services Assistant (HA1)
Qualifications:	Food Handling Certificate (Desirable)

Position Objective(s)

The Hospitality Services Assistant supports the food services function by assisting with the preparation and serving of meals and food delivery. The Hospitality Services Assistant performs all duties in line with the Food Safety standards and seeks to meet and exceed the expectations of Lyndoch's consumers.

Furthermore, the Hospitality Services Assistant supports the domestic services function by ensuring all areas of the organisation are cleaned and maintained to the highest infection control standard in order to keep our consumers safe.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

- To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "nine pillars" have been identified.
- **One Team**
We value and recognise individuality as a vital part of developing a unified voice.
- **Pride**
We support pride and passion in our work and in doing so, we attract others who share our values.
- **Welcoming Workplace**
We encourage warm, friendly and respectful interactions across all aspects of our service.
- **Yes Culture**
We always start with 'yes' in every deliberation.
- **Customer Service**
We ensure that customers feel engaged and valued in every interaction.

- **Innovation**

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

- **Fun and Enjoyment**

We recognise that fun and enjoyment are critical to success.

- **Social Purpose**

Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

- **Safety**

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

Key Responsibilities and Duties

General

Promote a culture of person centred care by providing efficient and friendly customer service to all consumers.

Ensure that all duties comply with all infection control and food safety standards

Apply a clean as you go attitude towards all food preparation and cleaning tasks. In addition to ensure that all areas of the organisation including the kitchen are maintained to the highest standard of appearance and meet all required infection control requirements.

Dispose of waste in accordance with appropriate guidelines

Inspect products and equipment prior to use and ensure equipment, facilities, and furniture are maintained in good working order. Report any items requiring repair and/or maintenance.

Participate in approved projects and perform other duties as requested in line with the scope of the Hospitality Services Assistant position.

Attend staff meetings as may be required from time to time.

Complete all annual mandatory training requirements

Food Services

Assist with all food and beverage service functions including the plating, serving, delivery and collection functions.

Replenish refrigerator and pantry supplies

Clean food preparation and consumption areas, cooking equipment and utensils.

Domestic Services

General cleaning duties including waste collection, vacuuming, carpet shampooing, dusting, sweeping and moping

Remove soiled linen and perform bed-making tasks as required

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilized:

- Good time management skills
- Experience in the hospitality industry, particularly in food handling or cleaning; specific experience in an aged care environment would be an advantage
- Appropriate Food Handling training is highly desirable
- A demonstrated understanding of cleaning materials and techniques
- Ability to priorities and complete tasks to an agreed time frame.

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Excellent customer service skills and the ability to communicate with a diverse range of people
- Ability to appreciate and utilise knowledge and skills offered by colleagues and Managers
- The ability to work independently and co-operatively as a team member.

General

The following Regulatory Compliance areas are required to be demonstrated:

- Conduct work in line with all relevant OH&S legislation and in accordance with organizational policies and procedures.
- Commitment to ensuring standards of excellence are established and maintained by actively supporting and implement practice in keeping with that Aged Care Standards and Accreditation Agency framework
- Participate in relevant training to ensure continued professional development for the betterment of the organization
- Undertake all food handling activities in accordance with Lyndoch Living's Food Safety Plan, and the Victorian Food Act
- Ensure cleaning and housekeeping activities comply with relevant Accreditation standards
- Ensure all waste disposal services comply with Dept. of Human Services Guidelines
- Undertake all duties in accordance with statutory requirements including Manual Handling, Dangerous Goods, Hazardous Substances, and Infection Prevention guidelines
- Compliance with Food Safety legislation requirements
- Provide resident hospitality services in accordance with the Aged Care Standards requirements
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities.

Organizational Relationship

Reports to: Manager Food Services; Manager Domestic Services

Direct reports: Nil

Internal Contacts: All Lyndoch staff and consumers

External Contacts: Members of the Public, Contractors, Suppliers

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)

Signature

Date