

Position Description



1. General Information

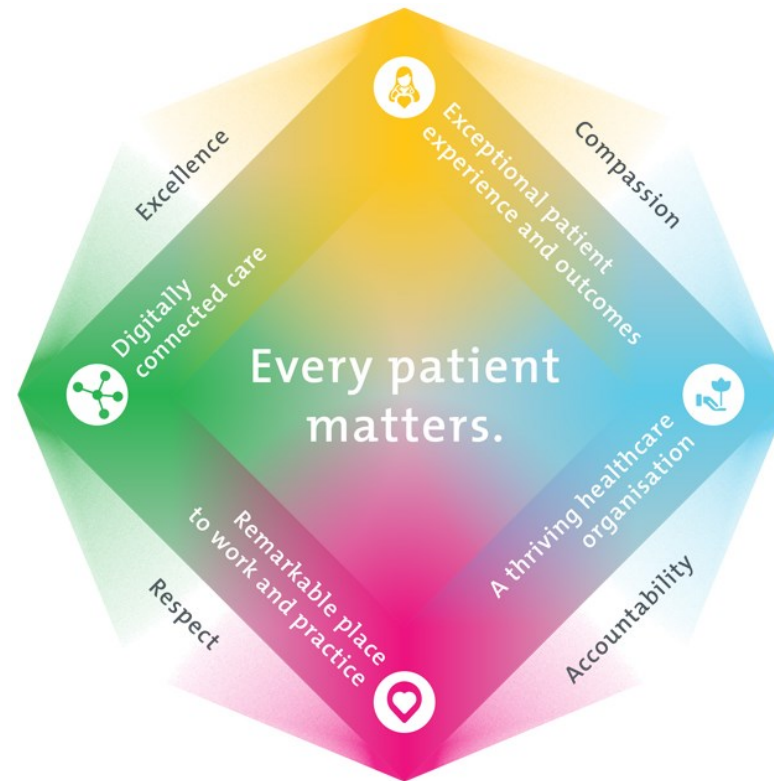
Position Title:	Hospitality Services Associate
Division/Department:	Environmental Services
Position Reports to:	Supervisor & Hospitality Services Manager
Enterprise/Individual Agreement:	Health and Allied Services Enterprise Agreement
Classification/Grade:	HSA01 – HSA05
Location:	Geelong
Employment Status:	Part Time, Casual
Key Relationships - internal and external	<ul style="list-style-type: none">• Patients, inclusive of family member(s) & visitors• Supervisor & Hospitality Services Manager• NUM, ANUM & patient care team, internal service providers ie. nursing and ward administration staff, food services team, patient transport.

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is to improve the health, wellbeing and experience of every patient by integrating clinical practice with education and research and our vision is to consistently deliver excellent patient-centred care with compassion and dignity.



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

3. Purpose of the Position

The primary function of the Hospitality Services Associate (HSA) is to work as member of the patient care team to provide a high quality clean and safe environment for patient's, VMOs, tenants, staff and visitors that is consistent with the infection control standards. HSA's utilise available resources, promote and participate in all required standards and quality activities and provide outstanding customer service to ensure a positive patient experience. This role incorporates a broad range of services which include, patient transport, cleaning, equipment transport, waste management, infection control.

4. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Patient Care <ul style="list-style-type: none">• Practice in accordance with legislative and common law requirements• Actively participate in a patient care through superior patient focussed service• Utilises a reflective, critical thinking approach to the provision of care to patients• Encourages patients and family members participation in Point of Care usage• Timely reporting of patient concerns relating to environmental services, to Supervisor or delegate• Demonstrate empathy and compassion to patients and their family, colleagues and VMOs. Respect and uphold the dignity and rights of consumers, relatives, carers, colleagues and members of the community• Maintain patient confidentiality as prescribed by the relevant Acts and organisational policies and protocols• Practices in accordance with Infection Control Standards• Practice AIDET in all patient interactions• Safe patient transport within operating suites, wards and other areas of the hospital including admissions, discharges and out-patient services with appropriate equipment• Assist with other room preparation tasks as required, including (but not limited to) laundry and rubbish removal and equipment movement	<ul style="list-style-type: none">• Compliance with mandatory and unit specific competencies every 12 months or as prescribed• Compliance with infection control standards within organisation KPIs• Compliance with government health standard requirements relating to cleaning audits and requirements• Compliance with legislative and common law requirements• Patient and customer service satisfaction surveys to be within organisational targets• Sound relationships developed and maintained with customers• Compliance with Information Privacy Act (2000) and the Health Records Act (2000)• Compliance with EEO & Social Media Policies and Protocols of Epworth HealthCare• Safe and correct operation of cleaning equipment• Safe movement and positioning of patients (in conjunction with clinical staff)

<p>Cleaning Care</p> <ul style="list-style-type: none"> • Practice in accordance with chemical handling requirements • Waste and linen safely removed from allocated area • Floors are mopped and vacuumed in accordance with prescribed schedule • Spot clean walls, doors and carpet stains in all areas • Dusting Patient Room - dry/damp, high/low of all horizontal surfaces including television, telephone, bedside table and window ledges. On discharge, dusting to include the inside cupboards and bedside tables • Patient bathroom cleaning • Discharge clean of patient room, including bed making, all surface dusting and infectious room cleans as required • Common areas - Clean and maintain unit and public areas including corridors, waiting room, dirty utility rooms, work areas and any other requested area • Work within scope of practice in all areas as and when departmental needs arise • Routine cleaning of equipment and furniture as required • Maintain nominated areas in a clean state in accordance with specified work schedules and cleaning system 	<ul style="list-style-type: none"> • Clean / waste free environment for all departments & general areas • Compliance with external, independent cleaning audit • Monthly Cogent audits are conducted with a minimum pass rate of 90% • Infection control audits are passed within organisational KPIs • A clean, safe environment achieved within agreed time frames and in accordance with standards adopted by the hospital • Maintenance of flowers (in-patient areas only)
<p>Customer Service</p> <ul style="list-style-type: none"> • Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers • Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees 	<ul style="list-style-type: none"> • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's circumstances, expectations and issues • Proactively escalates concerns when necessary to ensure resolution of any current or potential breakdown in processes and systems that impact patient care and customer service • Consistently meet or exceed the expectations of our patients and customers at all times
<p>Team Work</p> <ul style="list-style-type: none"> • Works cooperatively and collaboratively with all members of the patient care team • Provides positive and constructive feedback to other team members • Actively participates as a member of the departmental team 	<ul style="list-style-type: none"> • Attends and actively participates in department and team meetings • Feedback from team members

<p>Quality Improvement</p> <ul style="list-style-type: none"> • Strives to consistently improve service delivery and practice • Provides suggestions, and feedback to Supervisor and Hospitality Services Manager on quality activities • Actively participates in quality improvement activities within the unit or department in accordance with the National Standards for Clinical Excellence and ACHS Accreditation Standards 	<ul style="list-style-type: none"> • Evidence of participation in quality activities • Improved patient care • Improvement in performance of department and Epworth HealthCare • Show a proactive attitude in reviewing, supporting and implementing relevant initiatives into service improvements • Provide leadership [with appropriate supervision] to other team members when requested by Supervisor or delegate from time to time
<p>Personal and Professional Development</p> <ul style="list-style-type: none"> • Participates in prescribed performance development system annually • Evaluates personal performance and plans self-development • Participates in supervision of junior staff (where requested by Supervisor or delegate) • Participates in the orientation of new and casual staff • Participates in and provides as requested by Supervisor (or delegate) training to department staff 	<ul style="list-style-type: none"> • Completion of annual performance appraisal • Participation in in-services, department education and meetings • Completion of objectives outlined in self-development plan (provide evidence of) • Training of staff in relevant department specific activities (when requested by Supervisor or delegate)
<p>Safety and Wellbeing</p> <ul style="list-style-type: none"> • Participate actively and positively in the area of OHS to reduce all hazards and incidents within the workplace 	<ul style="list-style-type: none"> • Comply with all Epworth's OHS policies, protocols and safe work procedures at all times • Ensure your actions do not put yourself or others at risk (as per Sections 21 & 22 under the OHS Act 2004) • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan • Participate in and complete mandatory safety training on an annual basis and as required • Actively participate and contribute to the OHS consultation processes

5. Position Requirements/Key Selection Criteria

COMPONENT	
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Cleaning experience in a similar role <p>Desirable</p> <ul style="list-style-type: none"> • Hospital or Hotel sector-based experience • Customer Service and/or hospitality roles
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrate understanding of principles of customer care • Knowledge and commitment to Acts, Agreements and Epworth Healthcare directions, policies, procedures and staff code of conduct • Knowledge and understanding of cleaning principles to maintain government required health standards • Understanding of Accreditation processes or a willingness to learn and commit to accreditation processes • Solid computer skills • Sound & effective written, oral and verbal communication <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrate role model behaviour • Superior conflict resolution skills
<p>Personal Attributes & Behaviours</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours.</p>	<p>Essential</p> <ul style="list-style-type: none"> • Belief in patient centred care • Committed to providing a safe environment for patients & colleagues • Professional work ethic • Practices within the ethos of the Epworth HealthCare Values & Behaviours • Effective communication and interpersonal skills • Ability to learn new skills • Willingness and ability to work within a team environment <p>Desirable</p> <ul style="list-style-type: none"> • Self-motivated and self-directed

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
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January 2016	June 2022	Human Resources
Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
February 2019		General Services Supervisor

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____