

1. General Information

Position Title:	Hospitality Services Assistant
Division/Department:	Epworth Healthcare
Position Reports to:	Hospitality Services Operations Manager
Enterprise/Individual Agreement:	Health and Allied Services Enterprise Agreement
Classification/Grade:	HSA01 – HSA05
Location:	Box Hill
Employment Status:	Permanent Full Time, Part Time or Casual
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	NA
Key Relationships - internal and external	<ul style="list-style-type: none">• Food Services Team Leader/ General Services supervisors/Environmental Services Supervisors• NUM, ANUM and Support Services Care team internal service providers i.e. nursing and ward administration staff, food services team and patient transport team.• Patients, inclusive of family member(s) and visitors

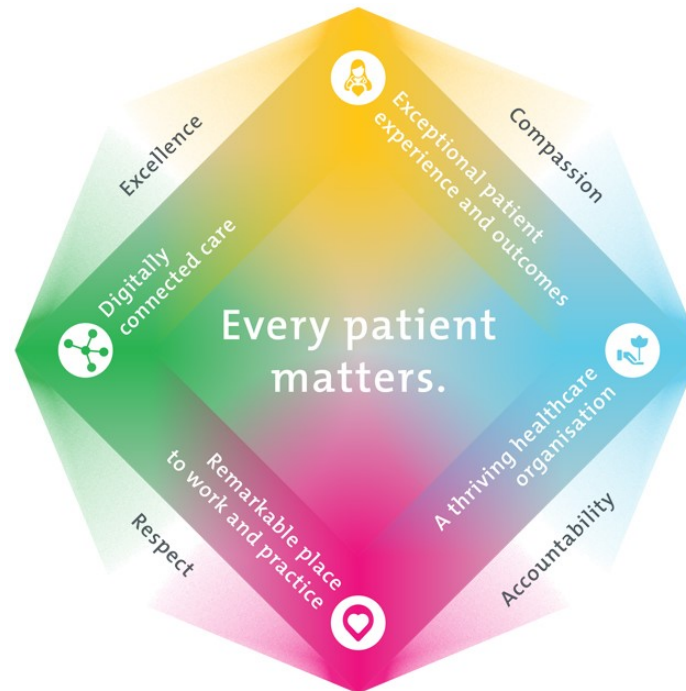
2. Overview of Epworth HealthCare

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 *Every Patient Matters*. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is *Caring for People. Innovating for a healthy community*.

3. Epworth HealthCare Strategy



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.

4. Purpose of the Position

The primary function of the Hospitality Services Assistant (HSA) is to provide a broad range of support services which can include cleaning; bed making; collection of laundry; distribution of linen; waste disposal; assistance in moving and transporting patients; meal trolley deliveries; cafeteria service; setting up functions; cleaning of kitchen/cafeteria areas; meal plating or other tasks as directed.

You will work as member of the Hospitality Services 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. In particular to utilise available resources, promote and participate in all required standards and quality activities and provide outstanding customer service to ensure a positive patient experience.

You will play an active role within the Epworth Support Services team, participating in building a community-based culture that fosters a spirit of achievement, capability and development by ensuring consistency with Epworth's Mission and Values. This will ensure Epworth delivers "Excellence, Everywhere, Everyday

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Hospitality Services <ul style="list-style-type: none">• Stripping of and making beds as required• Set up of patient rooms as required• Restocking• Food services assistance as required including cafeteria and setting up of functions• Maintenance of flowers (in-patient areas only)• Other kitchen and food service related tasks as required• Adhere to safe food handling practices at all times• Serving food to patients and staff• Assisting with food preparation, collecting and washing dishes	<ul style="list-style-type: none">• Clean/waste free environment• Infection control audits minimum pass rate of 90%• To comply with the Epworth's Food Safety Program• Efficient delivery of service to all key stakeholders• Rooms are ready for patients in a timely manner• Stocks of items are kept at specified levels• Service and support provided to food functions is friendly and efficient• Attend team meetings• Provide feedback meeting actions or discussions

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<ul style="list-style-type: none"> • General cleaning, restocking, putting stocks away. • Maintaining highest levels of food safety at all times • Being a dedicated, supportive and quality driven team member • Delivering excellent customer experience • Efficiency in operational duties 	<ul style="list-style-type: none"> • Actively take part in planning and implementing projects and changes within the department
<p>Patient Care</p> <ul style="list-style-type: none"> • Provides safe patient transport within operating suites, wards and other areas of the hospital including admissions, discharges and out-patient services, using the appropriate manual handling equipment wherever possible • Assist clinical staff in moving patients • Proactively provide support to patients in relation to provision of services • Encourage patients and family members participation in Point of Care usage • Timely reporting of patient concerns relating to hospitality services to Supervisor or delegate • Demonstrate empathy and compassion to patients and their family • 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 	<ul style="list-style-type: none"> • Safe movement and positioning of patients (in conjunction with clinical staff) • Compliance with mandatory annual Manual Handling training and Safe Moves • Utilises manual handling equipment in accordance with training and guidelines wherever possible • Sound relationships developed and maintained with customers • Compliance with Information Privacy Act (2000) and the Health Records Act (2000) • Compliance with Social Media Policies and Protocols of Epworth HealthCare • Customer and patient feedback • Customer complaints resolved within the shift or within 24 hours with complex cases
<p>Cleaning Care</p> <p>Efficient and effective delivery of cleaning and waste management services at all campuses of the hospital including general and periodic cleaning of wards, patient rooms, departments and external areas.</p> <ul style="list-style-type: none"> • Maintain nominated areas in a clean state in accordance with specified work schedules and cleaning systems 	<ul style="list-style-type: none"> • Safe and correct operation of cleaning equipment • A clean and waste free environment for all departments and general areas • Compliance with Infection Control Standards • Compliance with external, independent cleaning audit

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<ul style="list-style-type: none"> • Safely remove waste and linen from allocated area • Patient room cleaning including discharge cleaning and infectious room cleans as required • Patient bathroom cleaning • Clean and maintain Common areas • Undertake other cleaning tasks as directed • Wash and clean utensils and dishes, and make sure they are stored appropriately. • Cleaning of general equipment (non-clinical) 	<ul style="list-style-type: none"> • Infection control audits are passed within organisational KPIs • Practice in accordance with chemical handling requirements
Team Work <ul style="list-style-type: none"> • Works cooperatively and collaboratively with all members of the team • Provides positive and constructive feedback and communicates well with other team members • Actively participates as a member of the team and department 	<ul style="list-style-type: none"> • Attends and actively participates in department and team meetings • Provides and receives feedback in a positive and professional manner • Assists new staff and trainees
Quality Improvement <ul style="list-style-type: none"> • Strives to consistently improve service delivery and practice • Provides suggestions, and feedback to Supervisor and Manager on quality activities • Actively participates in quality improvement activities within the unit or department in accordance with the National Safety and Quality Health Service (NSQHS) Standards 	<ul style="list-style-type: none"> • Evidence of participation in quality activities • Shows a proactive attitude in reviewing, supporting and implementing relevant initiatives into service improvements

<p>Personal and Professional Development</p> <ul style="list-style-type: none"> • Participates in prescribed performance development system annually • Participates in the orientation of new and casual staff • Participates in supervision of junior staff (where requested by Supervisor or delegate) • Participates in and provides as requested by Supervisor (or delegate) training to department staff 	<ul style="list-style-type: none"> • Knowledge and commitment to the Health and Allied Services Enterprise Agreement (as amended from time to time) • Knowledge and commitment to Epworth HealthCare policies, procedures and staff code of conduct • Completion of annual performance appraisal and yearly core competencies • 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) • Effective orientation and buddy of staff in relevant department specific activities (when requested by Supervisor or delegate)
<p>Customer Service</p> <p>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.</p> <ul style="list-style-type: none"> • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys are within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner • Adheres to Epworth's Values and Behaviours

<p>Safety and Wellbeing</p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in Riskman • Remove any unnecessary equipment/materials that could be a potential safety hazard and store in appropriate manner and location • Assist fellow staff in maintaining a clean and safe working environment 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency
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6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> • Food Handlers Certificate for healthcare • A relevant cleaning related certificate/qualification • Working with Children Check
Previous Experience	<p>Desirable</p> <ul style="list-style-type: none"> • Hospital or Hotel sector-based experience • Cleaning or food handling experience in a similar role • Experience with patient transport, patient lifting or manual handling

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Required Knowledge & Skills	Desirable <ul style="list-style-type: none"> • Understanding of infection control processes within a healthcare environment • Understanding of relevant Acts • Knowledge of OHS requirements in hospital cleaning and waste management • Knowledge and understanding of cleaning standards for Victorian health facilities 2011 • Understanding of Accreditation processes or a willingness to learn and commit to accreditation processes • Effective communication skills • Ability to organise and prioritise tasks • Ability to work unsupervised but take direction as required • Effective communication and interpersonal skills
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours <ul style="list-style-type: none"> • Respect • Excellence • Compassion • Community • Integrity • Accountability 	Essential <ul style="list-style-type: none"> • Belief in patient centred care • Committed to providing a safe environment for patients and colleagues • Professional work ethic • Practices within the ethos of the Epworth HealthCare Values and Behaviours • Ability to learn new skills • Willingness and ability to work within a team environment • Maintain patient confidentiality • Sound knowledge of English (both written and verbal) Desirable <ul style="list-style-type: none"> • Self-motivated and self-directed

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
March 2019	23 August 2022	Group Director of Hospitality Services, Hospitality Services Operations Manager & People and Culture

Position Description



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: