

POSITION:	Hospital Assistant Grade 2
HOURS:	Full-time; Part-time or Casual
OPERATIONAL BASE:	Carramar Site and other Karitane Facilities
RESPONSIBLE TO:	DGCS via Hotel Services Coordinator
VACCINATION CATEGORY:	A+ High Risk

KEY SELECTION CRITERIA:

Essential

1. Experience in commercial cleaning and food service.
2. Demonstrated knowledge of food handling / preparation and food hygiene procedures including HACCAP.
3. Experience and ability to work unsupervised.
4. Ability to work as part of a team.
5. Ability to read and communicate effectively in English (oral and written) with staff and clients
6. Possess a high standard of customer service skills
7. Ability to work a variety of shifts or sites.

CONDITIONS OF EMPLOYMENT

Full-time; Part-time or Casual - Hospital Assistant Grade 2 - status in accordance with the Named NSW (Non Declared) Affiliated Health Organisations' Health Employees Agreement.

The majority of Karitane's services close for approximately two weeks over the Christmas/New Year period, during which time employees are required to take leave.

Shift times and days may be varied according to the needs of the organisation. Karitane services are provided at a number of sites within the Sydney Metropolitan Area.

Applicants will have a commitment to EEO & WHS Policies, ethical practice and the principles of cultural diversity.

Relevant Criminal History, Apprehended Violence Order, Working With Children and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants.

SUMMARY ROLE AND FUNCTION

Karitane staff provides safe, effective, quality care consistent with the organisation's mission, philosophy, values and standards of care, and adhere to the Professional Code of Conduct.

AIM

The Hospital Assistant will contribute to the effectiveness of the services by providing effective and efficient Hotel Services to the organisation.

RESPONSIBILITIES

- Responsible for providing courteous and professional meal and beverage services to all clients.

- Responsible for cleaning and catering within Karitane facilities.
- Ensure the cleanliness of all work surfaces and equipment adhering to cleaning guidelines and HACCP principles.
- Carry out cleaning duties as directed by supervisor and adhere to rotating cleaning schedules.
- To immediately report to supervisor and/or department managers any unsafe equipment or environmental risk
- To attend and participate in staff meetings and WHS forums
- Perform all duties in a professional manner within allocated timeframes
- Undertake other duties as directed

SAFETY & QUALITY

Duties:

To participate in outcome based safety and quality continuous improvement activities that improve levels of care, safety and quality of services and customer satisfaction.

Performance Standard

This is demonstrated by your ability to:

- Evaluate practice and identify areas that could be improved in accordance with the [National Safety and Quality Health Service \(NSQHS\) Standards](#)
- Participate in the Karitane Safety & Quality Framework and Management activities and Accreditation auditing processes and programs as allocated and in accordance with your scope of practice.

UNIVERSAL STATEMENT OF OBLIGATIONS

EDUCATION AND PROFESSIONAL DEVELOPMENT

1. Identifying knowledge in areas of improvement and pursue appropriate continuing education and clinical updating.
2. Attend mandatory education in Fire, Manual Handling and any other training courses specified by management which will enhance personal development and productivity requirements.
3. Recognise and respond to the need for accurate health promotional information for clients, visitors and other members of staff.

CLINICAL AND/OR CORPORATE GOVERNANCE

- Identifying the needs of clients, visitors and where possible adapt services to meet those needs.
- Understand the accreditation processes within Karitane and participate in the implementation of improvement strategies.

CODE OF CONDUCT

- Adhere to the Ministry of Health Code of Conduct and Ethics.
- Demonstrate accountability and ethical behaviour in the performance of all duties.
- Respect the physical, emotional, social and spiritual needs of the client and their carers, including their right to be involved in decision-making affecting their health care.
- Report any suspected cases of child neglect or abuse to immediate manager.
- Be aware of medico/legal responsibilities.
- Maintain confidentiality and privacy at all times.
- Report suspected or actual; fraud associated with the workplace.

KARITANE VALUES

- *Respect*
- *Innovation*
- *Collaboration*
- *Excellence*

Demonstrate a personal commitment to the organisation's Values

Be inclusive of and positively affirm diverse ideas, backgrounds and cultures.

WORK HEALTH SAFETY & REHABILITATION/SECURITY AND MINIMISATION / MANAGEMENT OF AGGRESSION

4. Maintain a current driver's licence and provide a photocopy of same at annual performance appraisals.
5. Adhere to Karitane's Work Health and Safety policy and procedures.
6. Commitment to and understanding of SSWAHS and Smoke Free Environment Policy 2007.
7. Assist with the security of the building by the correct handling of keys.
8. Reporting any damage or repairs required to buildings, furniture and equipment to the appropriate supervisor so that repairs can be arranged.
9. Adhere to Karitane's procedures for 'Risk Management' of identified risks.
10. Ensure all office equipment and lighting is turned off and work area is secure before leaving each day.
11. Attend education sessions regarding WH&S, security & fire safety.
12. Follow the protocols for Critical Incident Management & Reporting.
13. Participate in security risk identification/assessment & report any suspicious occurrences/potential for aggressive episodes.
14. Assist management in the creation and maintenance of a 'zero tolerance zone' where staff and clients can enjoy an environment in which violence and verbal abuse is not tolerated.

EQUAL EMPLOYMENT OPPORTUNITY, CULTURAL DIVERSITY AND ANTIDISCRIMINATION

- Be aware of and act within the bounds of the EEO Policy of SSWAHS.
- Be aware of and act within the bounds of the Anti-Discrimination policy of SSWAHS.
- Respond positively to the cultural beliefs and practices of clients, visitors and other staff members.
- Be actively involved in the optimizing service provision to people of Non English Speaking Backgrounds and Aboriginal and Torres Strait Islander backgrounds.
- Be aware of the NSW Health Zero Tolerance Policy.

Performance Management:

Performance appraisal will be carried out at three months and then annually with your manager.

Exit Interview

Participate in an Exit interview on termination.

I agree to strictly observe the Health Service's policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

As the incumbent of this position, I have read this Job Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with the policies and procedures of Karitane.

.....
Employee

.....
Date

.....
Chief Executive Officer

.....
Date

Reviewed and updated: September 2019

JOB DEMANDS CHECKLIST

PHYSICAL DEMANDS	FREQUENCY
Sitting - remaining in a seated position to perform tasks	Infrequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling - remaining in a kneeling posture to perform tasks	Not Applicable
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Occasional
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Occasional
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Occasional
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Infrequent
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Not Applicable
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving - Operating any motor powered vehicle	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Sight - Use of sight is an integral part of work performance e.g. computer screens	Frequent
	Choose an item.
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals Not	Occasional
Taste - Use of taste is an integral part of work performance e.g. Food preparation Not	Not Applicable
Touch - Use of touch is an integral part of work performance	Not Applicable
PHYSICAL DEMANDS	FREQUENCY
Distressed People - e.g. Emergency or grief situations	Not Applicable
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Not Applicable

PHYSICAL DEMANDS	FREQUENCY
Dust - Exposure to atmospheric dust	Not Applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes - Exposure to noxious or toxic fumes	Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Infrequent
Hazardous substances - e.g. Dry chemicals, glues	Infrequent
Noise - Environmental / background noise necessitates people raise their voice to be heard	Not Applicable
Inadequate Lighting - Risk of trips, falls or eyestrain	Not Applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not Applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Infrequent
Confined Spaces - areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Frequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Occasional

STATEMENT OF PHYSICAL STATUS

I have read the inherent job requirements for the position. I understand the listed physical, sensory, psychosocial and environmental requirements and the hazards of the position and mark the declaration below:

- I am not aware of any health condition/s (physical or mental) that might prevent me from performing the inherent requirements of this position.
- I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements. Any adjustments I may need have been discussed with positions manager, prior to completing the health declaration.

I am aware that any false or misleading statements may threaten my appointment or continued employed with Karitane.

Employee Name: _____
Please print

Employee Signature: _____ Date: ____ / ____ / ____

Manager's Name: _____
Please print

Manager's Signature: _____ Date: ____ / ____ / ____

Reference: SWSLHD Job Demands Checklist