

POSITION DESCRIPTION

Kitchen and Laundry Assistant

OVERVIEW

Program:	Sacred Heart Community
Reports to:	Coordinator Catering and Laundry
Supervise:	Nil
Date of Last Review:	October 2018
Classification:	Aged Care Employee Level 2 Sacred Heart Mission Enterprise Agreement 2013 or subsequent Agreements

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

Document Number:	HRE-FOR-005	Version:	1	Page No.	1 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		



VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

Sacred Heart Community provides residential aged care accommodation for 73 people across two hostels located in St Kilda. The home provides permanent accommodation and high-quality care for people who have experienced homelessness or social and financial disadvantage. All rooms are single-occupancy and include a bathroom. In addition, we offer a diverse lifestyle program that encourages residents to lead full lives by participating in a range of activities and engage with the local community. Residents are also actively involved in life at Sacred Heart Community. They assist with tasks such as gardening and decision making via numerous forums such as the residents' group.

PURPOSE OF THE POSITION

This role ensures a high standard of food and laundry service is provided to Sacred Heart Community residents in accordance with SHM's values and complies with food safety, Infection control and other relevant regulations. The incumbent will assist with the preparation and cooking of the meals to 83

Document Number:	HRE-FOR-005	Version:	1	Page No.	2 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

residents in accordance with the planned menu while ensuring that individual dietary needs are met and meals are presented and served in a dignified manner.

KEY RESPONSIBILITIES

Accountability	Major activities
Catering service	<ul style="list-style-type: none"> ▪ Ensuring the dining experience is welcoming, safe and comfortable for our residents ▪ Ensure dining rooms are well presented ▪ Maintain awareness of individual changes in residents' diets ▪ Ensure resident individual dietary needs are met ▪ Ensure compliance with food safety regulations and adhere to these requirements. ▪ Providing a timely service delivery. ▪ Ensure the kitchen and food service area cleanliness is of high standard at all times ▪ Ensure paperwork in relation to food safety is correctly maintained ▪ Efficiently manage waste and recycling
Laundry	<ul style="list-style-type: none"> ▪ Maintain an effective laundry service ▪ Process laundry according to procedures ▪ Monitor the condition of residents clothing and notifying management if replacement clothing is required. ▪ Ensure residents laundry is returned in a timely manner. ▪ Ensure residents clothing is returned in a presentable manner ▪ Ensure resident clothing is returned to correct resident ▪ Ensure all clothing to be labelled with residents' names ▪ Maintain infection control procedures ▪ Assisting with maintaining adequate supplies of linen through Spotless Linen Services ordering and collection

Education & Supervision	<ul style="list-style-type: none"> ▪ Attend all mandatory training and participate in other education that is provided as required ▪ Ensure food safety practices are maintained ▪ Maintain individual knowledge base and skills ▪ Identify own gaps in knowledge and seek further education as appropriate ▪ Participate in supervision with the Manager on a regular basis and in accordance with policy and procedures
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check

QUALIFICATIONS

- Tertiary qualifications in hospitality related field (completed or currently undertaking)
- Accredited Food Handling Certificate

Document Number:	HRE-FOR-005	Version:	1	Page No.	4 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		



KEY SELECTION CRITERIA

- Experience in the aged care sector
- Working knowledge of Accreditation Standards as they relate to food services and Laundry services
- Good interpersonal, communication and negotiating skills
- Ability to plan and manage time effectively
- Ability to develop a team approach to challenges
- Strong alignment with the values of Sacred Heart Mission

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

Document Number:	HRE-FOR-005	Version:	1	Page No.	5 of 5
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		