

Document Name:	Environmental Services Assistant – Position Description
Governance Area:	Human Resource (Std. 7)
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Environmental Services Assistant

Position Description

Department:	Corporate & Hospitality Services
Basis of Employment:	Casual / Part or Full time (Refer to Individual Employment Contract)
Reports to:	Manager Hospitality & Corporate Services (MCHS) &/or Delegate &/or Manager Catering &/or Delegate.
Key Stakeholders:	<p><i>Internal</i> – Care Recipients & their Families & or their Primary Carer, Environmental Services Staff, Catering Manager, Nursing Staff, Personal Care Staff, Allied Health Practitioners, Management & Administration Staff, Senior Leadership Team, Volunteers.</p> <p><i>External</i> – Visitors, Community, Visiting Allied Health Practitioners, Visiting Medical Staff, Contractors & Tradespeople, Contracted Pharmacy Staff, and other guests of the organisation from time to time.</p>
Number of Direct Reports:	Nil
Location:	Rural Care Australia (Chaffey Aged Care/Generations Early Learning), Merbein Victoria, or other sites as required.
Classification:	Chaffey Aged Care Enterprise Agreement 2016 - Wages Skill Group 1.
Terms and Conditions:	As rostered across all shifts Monday through to Sunday per fortnight Hours, Salary, and conditions of service will be in accordance with agreed contractual arrangements.
Uniform:	As per current policy.

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The Organisation

Rural Care Australia Ltd (RCA) operates Chaffey Aged Care, a 100-bed residential aged care service, and Generations Early Learning, a 72 place long daycare service that is one of Australia's first shared site Intergenerational Early Learning services (co-located with Chaffey Age Care). Rural Care Australia also provides management services to Bingarra Units Incorporated, which provides low-cost housing for our community's financially disadvantaged older people.

Rural Care Australia is a community-owned non for profit organisation dedicated to delivering services that support our community and is governed by a skills-based volunteer board.

Our Values & Philosophy

The Environmental Services Assistant will model and promote Rural Care Australia's vision, mission, and values in all aspects of work.

Vision: Connected Communities

Mission Statement: Delivering innovative services to support and empower our community.

Values:

Respect We demonstrate care, compassion, and consideration in our interactions with care recipients, children, customers, families, staff, and the wider community.

Compassion We act with sensitivity, empathy, and consideration for others in every interaction with care recipients, children, customers, families, staff, and the wider community.

Dignity We recognise and embrace the diversity and value of each individual.

Integrity We exercise responsibility in decision making and demonstrate honesty, credibility, and ethical conduct in all that we do.

Knowledge We understand and contribute to our region, our community, our aged care, and early learning industries to improve the experiences of stakeholders and care recipients.

Innovation We embrace innovation and the opportunities that follow.

Position Purpose

The ESA, under the Line supervision of the MCHS, will be expected to work in accordance with the philosophy and objectives of the facility to provide Housekeeping (cleaning, laundry) and Hospitality (meal preparation and services delivery) which meets the personal needs of Care Recipients and is in line with the Aged Care Quality Standards and compliance requirements.

An Environmental Services Assistant may be employed in any or all of the following areas:

- General Housekeeping/Cleaning Services
- Laundry Services
- Kitchen/Hospitality Services and Servery
- Cafe

Key Responsibilities

1. General Housekeeping Services

1.1. In accordance with contemporary housekeeping practices and the Aged Care Quality Standards, maintain adequate standards of hygiene and tidiness in:

- Care Recipients Rooms
- Community and Public Areas
- Kitchen
- Laundry
- Servery
- Correct and Safe handling of equipment, utensils, food, and chemicals.
- Comply with the site Food Safety program
- Maintain Infection Control protocols
- Other duties as directed by your immediate supervisor/Line Manager or other authorised person.

Performance Measures:

- Adhere to compliance items as directed and follow requirements.
- Feedback from immediate supervisor and line manager
- Follow the policies and procedures and protocols as dictated in the appropriate Aged Care Quality Standards
- Feedback from Surveys indicating satisfaction with regard to the Kitchen/Hospitality Services provided.

2. Kitchen/Hospitality Services

- 2.1. Assist with the preparation and serving of meals and drinks
- 2.2. Safe handling, cleaning, and usage of kitchen equipment
- 2.3. Cleaning of floors, cold rooms, storerooms, and other areas of the kitchen facility

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- 2.4. Prepare and serve meals and drinks including morning/afternoon teas and supper as directed by the Chef Team Leader or authorised person and according to requirements of the allocated shift
- 2.5. Prepare and maintain Care Recipient dining areas
- 2.6. Obtain the Care Recipient's daily menu selections and provide this information to the Chef/Cook
- 2.7. Clean utensils, crockery, and food preparation/serving areas
- 2.8. Maintain adequate stocks of food and chemicals in the servery
- 2.9. Assist with the distribution and collection of Care Recipients' food and beverage selections
- 2.10. Other duties as directed by your immediate supervisor/Line Manager or other authorised person

Performance Measures:

- Adhere to compliance items as directed and follow requirements as set out in the Food Safety Plan for Chaffey Aged Care.
- Feedback from immediate Supervisor and line manager
- Follow the policies and procedures and protocols as dictated in the appropriate Aged Care Quality Standards associated with Food preparation and choice.
- Feedback from Surveys indicating satisfaction with regard to the Kitchen/Hospitality Services provided.

3. Laundry

- 3.1. Sort soiled personal clothing and prepare for washing
- 3.2. Correctly operate commercial and domestic washing and drying equipment
- 3.3. Fold and iron clean laundry and return to Care Recipient
- 3.4. Label clothing as per individual Care Recipient
- 3.5. Separate appropriate laundry items to go directly to the external laundry service
- 3.6. Distribute fresh laundry to Care Recipient
- 3.7. Other duties as directed by your immediate supervisor/Line Manager or other authorised person

Performance Measures:

- Adhere to compliance and infection control protocols associated with working in a Laundry
- Feedback from immediate supervisor and line manager
- Follow the policies and procedures and protocols as dictated in the appropriate Aged Care Quality Standards with working in a Laundry
- Feedback from Surveys indicating satisfaction with regard to the Laundry Services provided.

Key Selection Criteria

1. Demonstrated experience in the following roles of either Commercial cleaning and/or Kitchen/Catering-Hospitality Services and/or a Commercial Laundry role or equivalent.
2. Demonstrated experience in working within the Aged Care Sector in a residential care facility environment
3. Strong desire to work in Aged Care and the “not for profit” sector
4. Demonstrated experience interacting with a wide range of people

Qualifications / Registrations / Licences

- Driver’s License (essential)
- Satisfactory criminal history check (essential)
- Food Handling Certificate applicable to Aged Care would be an advantage but may be obtained in the role by the successful applicant.
- Chemical Handling Certificate or training would be an advantage but may be obtained in the role by the successful applicant.

Attributes Essential for the Role (Technical Skills/Knowledge/Experience)

- Current satisfactory police check
- Physical ability to undertake the physical activities as indicated but not limited to; and outlined in this position description
- Ability to comply with safe work practices and food safe handling practices
- Demonstrated commitment to participating in quality improvement within an Aged Care environment
- Demonstrated commitment to respecting the values, customs, preferences, and spiritual beliefs of Care Recipient and their families/representatives
- Be able to respond appropriately to Care Recipient with physical and cognitive disabilities or seek appropriate assistance
- To observe and report changes in Care Recipients behaviour or physical condition to the appropriate Nursing Staff or your Line Manager.
- Ability to adapt to the changing needs of Care Recipient as directed by your line manager or Supervisor
- Ability to establish and maintain professional and appropriate relationships with Care Recipient and/or their families/representatives and other stakeholders
- Demonstrated commitment to maintaining the confidentiality
- Ability to cope with organisational change and work demands; Ability to perform physically demanding tasks
- Basic computer literacy is a necessary minimum
- Ability to read, write and communicate in English
- Ability to communicate professionally and respectfully with all people
- Demonstrated ability to work as part of a team
- Demonstrated ability to follow instructions while multitasking
- Demonstrated ability to work with minimal supervision
- Capacity to organise and prioritise workload
- Demonstrated commitment to ongoing education and development
- Demonstrated use of initiative
- Commitment to the completion of relevant documentation with accuracy and timeliness

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- Demonstrated work experience in the delegated areas of responsibility as an ESA or the desire to complete the necessary training to attain the skills required
- Awareness of the Aged Care Standards applicable within your scope of responsibility as an ESA

Attributes Desirable for the Role

- Demonstrated experience in the following roles of either Commercial cleaning and/or Kitchen/Catering-Hospitality Services and/or a Commercial Laundry role or equivalent.
- Demonstrated experience in working within the Aged Care Sector in a residential care facility environment
- Strong desire to work in Aged Care and the “not for profit” sector
- Demonstrated experience interacting with a wide range of people

Key Performance Criteria

In addition to the performance standards and responsibilities outlined in this Position Description, a comprehensive set of Key Performance Criteria will be used to establish performance and expectations clearly and to review performance as per the performance review clause.

The following are the overarching areas of performance with specific measures by which performance will be appraised and evaluated.

Area of Performance:	Activity
Contribute to a Safe, Living and Working environment.	<ul style="list-style-type: none">• Adhere to company and legislative policies and procedures.• Actively contribute to the safety and wellbeing of self, colleagues, Care, Recipient,s and visitors, including:<ul style="list-style-type: none">- Reporting all incidents, hazards, and near misses.- Following safe work procedures.- Willingly participating in all safety activities.- Demonstrate a proactive approach to injury prevention.- Completes mandatory training & education.- Models’ behaviour consistent with organisation policies & procedures.- Reports hazards using organisational process.
Provide Outstanding Customer Service	<ul style="list-style-type: none">• Respond positively and efficiently to stakeholder inquiries.• Advocates for Care Recipient and key stakeholders.• Assists Care Recipient and stakeholders to follow the organisational process to address issues and complaints.• Feedback from prospective Care Recipient /families/staff & representatives Surveys.• Absence of complaints within the Environmental Services divisions• Positive feedback from Care Recipient and key stakeholders.
Privacy and Confidentiality	<ul style="list-style-type: none">• Comply with legislative requirements consistent with the Privacy Act.• Applying the principles of privacy and confidentiality to all work practices.• Adhering to organisational Privacy of Information Policy and

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	<p>Procedure at all times.</p> <ul style="list-style-type: none">• Maintaining a duty of confidentiality to all Care Recipient, clients, volunteers, and staff.• Ensuring that any “Confidential Information” that becomes known through the course of employment within the organisation is kept confidential including information relating to Chaffey’s: business or operational interests; methodology and affairs; financial information; and anything else that is notified as being confidential.• Compliance with legislative requirements and Chaffey Aged Care policies and procedures.
Occupational Health and Safety	<ul style="list-style-type: none">• Contributes to organisational CQI (Quality) Plan and processes.• Maintain a safe work environment in accordance with organisational Occupational Health and Safety Policies and Procedures.• Participating in mandatory Health and Safety training and education• Identifying and reporting hazards in the workplace.• Participate and co-operate in consultative processes to improve health and safety.• Completes safe transfer of Care Recipient consistent with Care Recipients care plan where authorised and competent to do so.• Adheres to the use of SOPs when using the equipment.• Completes organisational Service Improvement Forms• Participation in OHS activities.• Contributes to CQI Plan and processes.• Adopts changes and implements directives within the role.

Probational Period and Performance Development and Review

The position requires completion of a six (6) month probationary period.

The Environmental Services Assistant’s performance shall be evaluated by the Manager Corporate & Hospitality Services &/or Delegate before the completion of six months’ service, after 12 months of service, and thereafter each subsequent 12 months, on termination of service and/or on request.

Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.

The organisation’s policy outlines that concerns over the skill and performance of employees are addressed wherever possible, through a performance appraisal that is not related to the disciplinary procedure.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

The Spread of Hours and Days of Work

- Monday through to Sunday across all shifts per fortnight as per contract of employment with the ability to work flexibly to meet operational needs.

Physical Requirements

Due to the geographic layout and nature of work, employees will be required to undertake a diversity of tasks, which may require various forms of mobility. The following requirements will be needed to carry out the essential elements of the position as outlined in the position description. As the below list may not be conclusive, it is the responsibility of all staff employed by the organisation to follow all risk control strategies and be responsive to potential hazards when completing duties within this position. The frequency descriptions relate to the following time frames:

Continuous = 75% to 100% of the workday

Frequent = 25% to 75% of the workday

Infrequent = 0% to 25% of the workday

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Standing and Walking	Frequent	Standing and walking are minor components of the position. They are required for the delivery of service and movement around the facility. It will require the ability to fully use both legs on a variety of surfaces.
Sitting	Continuous	Sitting is a major component of the position and is required when carrying out documentation or administration requirements.
Climbing	Infrequent	Climbing is required when ascending or descending stairs or ladders. It will require the ability to utilise both legs and feet and/or hands and arms. Body agility is required.
Balancing	Infrequent	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching, and/or lifting whilst carrying out job requirements.
Lifting and carrying	Infrequent	Lifting and carrying is required in the movement of objects around the facility including movement from lower to higher and/or horizontally and/or place to place. It will require the ability to fully use both arms and hands.
Pushing and Pulling	Infrequent	Pushing and pulling are required to draw, drag, push or tug Objects around the facility include but are not limited to trolleys.
Bending and Crouching	Infrequent	Bending at waist level whilst carrying out job requirements in the facility. Ability to crouch to floor level when required.
Kneeling	Infrequent	Kneeling can be required whilst carrying out job requirements.
Reaching and stretching	Frequent	Reaching and Stretching is required in carrying out administration duties, and in the movement of objects in the facility.
Twisting	Infrequent	Twisting may be required in the movement of objects in the facility. The ability to reach in all directions and to twist at the waist is required.
Grasping/Finger Movement	Continuous	Grasping and finger movement (pinching, picking, and typing) are required to hold onto objects and in carrying out administration duties. It will require the ability to do repetitive motions with hands, wrists, and fingers.
Handling and Feeling	Continuous	Handling and feel are required in carrying out administration duties, finger dexterity and hand-eye coordination are required, along with full hand and wrist movement, also the ability to perceive attributes of objects or clients by touching with skin, particularly that of the fingertips.

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PHYSICAL DEMAND	FREQUENCY	COMMENTS
Talking	Continuous	Required for the delivery of client care and job requirements. An excellent understanding of the English language is required when dealing with Care Recipient, relatives, allied health professionals, and other facility staff. Also the ability to communicate effectively.
Hearing	Continuous	Required for job requirements. Ability to maintain hearing acuity, with correction, if required, and the ability to hear and understand whispered conversations at a distance of up to 1 meter. Ability to interpret what is being heard.
Vision	Continuous	Required for the delivery of client care and job requirements. Ability to maintain 20/40 vision using correction, if required. Ability to see and recognise objects and read documents. Ability to discriminate between colours and to determine depth perception.
Smelling	Continuous	Required for job requirements. Ability to distinguish odours and identify hazards.
Repetitive Motions	Continuous	Repetitive motions of the wrists, hands, or fingers may be required when carrying out administration duties such as, but not limited to typing.

Additional points to note

This document forms part of the Contract of Employment.

This position may, after due consultation, be revised and amended from time to time to meet organisational and operational requirements.

Employee Position Declaration

Ihave read and understood the Position Description and Physical Requirements and agree that I have the physical ability to fulfill this position and in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialed the top right-hand corner of each page as confirmation of reading and understanding of the position and physical requirements.

I understand that the position description is separate from the Employment Contract that I will sign/have signed*, outlining the Employment Details.

**delete as necessary*

Acknowledged _____ Date _____
Manager Corporate & Hospitality Services

Acknowledged _____ Date _____
Employee

Document Control

Assigned Review Period: 5 Yearly

Date of Next Review: August 2026

Revision Record

2014-04	1:01	Formation of a new document.
2016-04	1:02	Document Review
2021-08	1:03	New document review template, Organisation name change, and logos, Vision Mission and Values statement updated. Ratified by CEO August 2021.