COOBER PEDY HOSPITAL & HEALTH SERVICE
JOB AND PERSON SPECIFICATION
This Health Unit is a culturally sensitive organisation that is empowered to provide culturally appropriate care and service to the diversity of cultures contained within our Region.

TITLE OF POSITION: HEALTH ANCILLARY WORKER

Administrative Unit: Coober Pedy Hospital & Health Services
Classification Code: WHA-2
Division: SERVICES DEPARTMENT
Discipline Code: WHA
Branch: Services
Type of Appointment: Permanent
Section:
Temporary
Term
X Casual
Position Number: CPOO22
Position Created: 1998
Reviewed Date: February 2012

Job and Person Specification Approval
All excluding senior positions

Operations Manager or delegate

F.T.E.

JOB SPECIFICATION

1. Summary of the broad purpose of the position in relation to the organisation's goals:

The Health Ancillary Worker is required to perform a range of duties in any of the general services areas of the health unit as delegated by the Manager, Administration/Services, that contributes to an effective cleaning, catering or laundry service for the Coober Pedy Hospital & Health Service. Responsible for the provision of a high standard of work within a number of areas of the Health Service, including kitchen, laundry, housekeeping and ward areas that will ultimately assist with the delivery of high quality patient care and ensure the highest quality of domestic and catering services throughout the organisation.

The Health Ancillary Worker is responsible for performing a range of duties as described in this duty statement.
This position is predominately in the Housekeeping/Laundry Department; however incumbent may be required to work in other areas of the Services Department.

2. Reporting/Working Relationships  (To whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation.)

The Health Ancillary Worker is responsible directly to the Administration/Services Manager who reports to the Operations Manager.

3. Special Conditions  (Such as non-metropolitan location, travel requirements, frequent overtime etc.)

• Incumbent may be rostered over a seven day roster
• Some duties may be physically demanding
• Incumbent may be required to work across all areas of the Health Unit
• Some out of hours work may be required for special functions
• Required to undergo Criminal History Check
• May be required to report to a delegate relevant to specific areas of the health unit when working over different sites/areas
• Work as part of an overall team within the general services division which includes Housekeeping, Catering and Laundry

4. Statement of Key Outcomes and Activities.  (Group into major areas of responsibility/activity and list in descending order of importance.  Continue on next page.)

The Health Ancillary Worker is responsible for the general housekeeping of the health unit by providing a high quality, safe and clean environment for patients, visitors and staff. The following list of duties is a guide but not exhaustive.

Duties of Housekeeper may include any or all of the following:
• Collection, erection, dismantling, storage, cleaning and maintenance of patient equipment and aides
• Clean and remake barouches
• Clean vacated beds
• Cleaning of all ward areas and office cleaning as per work schedule and under direction from the Services Manager
• Mopping, dusting, polishing, washing, sweeping and all vacuuming of carpets
• Routine floor maintenance, including the routine shampooing of carpets or similar, requiring the use of electrically powered hand equipment and/or walk behind equipment and plant
• High cleaning, wall washing
• Window cleaning using window cleaning tools with extension arms or other accessories but not involving the use of ladders or harnesses
• Curtain cleaning
• Cleaning of sanitary areas
• Refilling soap dispensers, toilet paper dispensers and paper towel dispensers
• Bed making (non patient areas)
• Moving furniture and objects
- Rubbish collection, removal and disposal
- Collection and delivery of linen
- Assist in loading, unloading and transport of linen and equipment
- Delivery and collection of meal and beverage trolleys
- Cleaning and upkeep of equipment
- Undertake training in tasks as required
- Any other cleaning duties deemed necessary by management to maintain a high level of infection control within the Health Unit
- Use safe operation procedures when handling any detergents/chemicals etc and store correctly at all times
- Use safe operation procedures when using any equipment

**Laundry Department:**
- Collection of soiled equipment and linen
- Prepare, wash, clean, sort, dry fold, iron, label, pack, deliver and store, as appropriate, laundry, linen
- Operate mechanical washing machines
- Receive, check, issue and imprest linen and laundry supplies
- Operate laundry equipment
- Assist with records
- Undertake training in tasks as required
- Minor sewing repairs by hand or thermo press
- Receive, check, issue and imprest linen and laundry consumables
- Attend mandatory and compulsory training as required by the organisation or legislation
- Use safe operation procedures when handling any detergents/chemicals etc and store correctly at all times.

**Catering/Kitchen:**
- Adherence to department and government food regulations to ensure the provision of safe food
- Preparation of vegetables, meat, salads and sandwiches
- Open can foods
- Preparation of breakfasts, soups, gravies and convenience foods
- Prepare breakfast trolleys
- Make toast
- Preset trays
- Reheat and reconstitution of food
- Deliver trolleys and food
- Assist in serving meals
- Serve, plate and deliver food
- Tea and coffee making
- Wash, refill and distribute water jugs to patients
- Serve beverages
- Load and unload goods
- Issue lunch items
- Receipt of food from internal services
- Wash utensils and equipment, kitchen floors and dishes
- Spot cleaning and tidy fridges, stoves
- Empty bins
• Arrange staff dining room tables and chairs
• Cut and portion pack of meals
• Receive stock, reconstitute (requiring decision on temperature and time selection) and plate frozen food
• Maintain stock sheets
• Report food complaints
• Assist patients to fill-out menus
• Undertake training in tasks as required

Practice Universal precautions (wearing gloves, frequent hand washing, hair nets etc).
Reporting any breakdown of equipment to Supervisor as well as Maintenance staff.
Attending any in-service training that your Manager or the organisation deems necessary.
Attend all mandatory training in adherence to the organisations requirements.
Maintaining strict confidentiality regarding the Hospital patients, residents and Staff.
Be conversant with all CPHHS Emergency Procedures.

Maintaining and continually improving quality service by:
• Attending team meetings as required
• Contributing to the effective operations of the multi-disciplinary team
• Participating in team planning, implementation and evaluation activities
• Contribute to the effective working relationships of the multi-disciplinary team
• Participating in Performance Reviews
• Fostering consistent and comprehensive standards of service and program delivery according to the Equip Standards
• Actively participating in Equip accreditation process
• Identifying areas of operational inefficiency
• Understand and abide by Code of Conduct for SA Government employees

Contribute to the achievement of CPHHS organisational goals by: -
• Taking part in the organisational planning and action process and reviews
• Taking part in the development of policies and procedures which reflect the philosophies of CPHHS
• Taking part in the committees / working parties which address organisational issues

Display courtesy and consideration towards residents, patients, staff members, doctors and visitors.

Contributing to the provision of catering services for patients by:

• Assisting with distribution of morning and afternoon teas to patients
• Assisting to collect patient menus and reporting to the Cook in the kitchen
• Collecting any requirements from kitchen for Health Unit use

GENERAL
Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- Comply with any written policy, Management Standard, procedure and/or reasonable instruction pertaining to OHSW and IM.
- Demonstrate appropriate behaviour to protect their own health and safety at work and that of others, including patients, visitors, sub contractors, labour hire staff and fellow employees or volunteers.
- Attend and participate in mandatory training and relevant training that is provided.
- Active participation in OHSW and IM initiatives and consultative processes.
- Do not attend work under the influence of alcohol or a drug and in such a state that compromises personal safety of the safety of others.
- Personal protective equipment and other equipment or aids provided by the organisation, are correctly used and maintained, and that any malfunctions or faults are reported.
- Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace.
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures.
- Promoting awareness and compliance with Equal Employment Opportunity principles.
- Regularly participate in personal performance development reviews.
- Participation in continuous quality improvement programs and accreditation activities.
- Comply with the Principles of the Code of Fair Information Practice, adopted by the Department of Human Services, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers.
- Ensuring cultural sensitivity is maintained by attending and contributes to their learning in diversity of cultural awareness and cross cultural training, with a frequency to be determined as appropriate by the organisation.
- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation from State Records. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

Contribute to the achievement of outcomes, as identified in the SA Health Strategic Plan by:

- Contributing to the development and implementation of departmental strategic directions and plans.
This Position Description will be reviewed regularly, at least every 12 months, and when necessary during the course of the 12 months, by the Administration/Services Manager together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.

I have read the above fully and agree to all terms and conditions of employment nominated within the job description:

Acknowledge by Occupant: ____________________________ Date: / /

__________________________

Please print name
PERSON SPECIFICATION

Essential Minimum Requirements (Those characteristics considered absolutely necessary.)

Educational/Vocational Qualifications (Include only those listed in the DH (SAHC Act Inc. Health Service) Human Resource Manual)

Personal Abilities/Aptitudes/Skills (Related to the job description and expressed in a way which allows objective assessment)

- Ability to work alone or within a team environment.
- Ability to work in various settings and relate to all levels of staff.
- Flexible approach to work and rostering systems.
- Proven ability to meet deadlines and timeframes.
- Excellent interpersonal and communication skills with the ability to relate to people from different cultures, backgrounds and circumstances.
- Ability to provide assistance and co-operation to other staff.
- Demonstrated ability to perform under general direction and work under limited supervision.
- Ability to use discretion and maintain strict confidentiality.
- Effective written, verbal and numeracy skills.

Experience (including community experience)

- Experience in Housekeeping (Cleaning).
- Experience working in a multi-skilled workplace.

Knowledge

- A basic knowledge of English, which enables rosters and menus to be read.
- Knowledge of safe working conditions, food storage and correct food handling techniques.
- A sound understanding of the general principles relating to confidentiality.
- Knowledge and commitment to customer service principles.
- Knowledge and understanding of the Occupational Health, Safety and Welfare legislation.
- Knowledge and understanding of the principles of Equal Employment Opportunity legislation.
**Desirable Characteristics**  (To distinguish between applicants who have met all essential requirements.)

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<tr>
<th>Educational/Vocational Qualifications</th>
<th>(Considered to be useful in carrying out the responsibilities of the position.)</th>
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<td>• Successful completion of Year 11 High School.</td>
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**Personal Abilities/Aptitudes/Skills**

- Demonstrated manual handling skills are highly desirable.
- Computer skills (i.e. basic Word, Excel).

**Experience**

- Previous experience in a health care facility.
- An understanding of multi skilling in the workplace would be an advantage.
- Previous experience in any of the following areas: Housekeeping, Cooking/Catering, Kitchen Hand and Laundry Hand will be highly regarded.
- Experience in implementing and maintaining HACCP legislation.
- Experience in a commercial cleaning environment.

**Knowledge**

- Understanding of Equal Employment Opportunity legislation.
- A working knowledge and understanding of infection control procedures.
- Knowledge of HACCP legislation.
- A knowledge of cleaning chemicals and general hospital equipment would be an advantage.
Coober Pedy Hospital & Health Services

ORGANISATION:
Manager Reports to: Operations Manager
Managers’ Position: Manager, Services / Administration
Employee’s Position: Health Ancillary Worker

Other positions reporting to the Services Manager:

- Cook / Cook Assistant
- Health Ancillary Worker (Catering)
- Health Ancillary Worker (Pantry)
- Health Ancillary Worker (Laundry)
- Maintenance
- Groundsperson
STATEMENT OF CODE OF CONDUCT AND EXPECTATIONS IN RELATION TO THE WORK PLACE

As an employee of Coober Pedy Hospital & Health Services the occupant incumbent is required to:

- Maintain confidentiality and privacy in matters pertaining to patients, visitors and staff in accordance with the Public Service Code of Conduct and act in accordance with Section 6 Public Sector Management Act.
- Observe all relevant legislative requirements.
- Utilise resources at your disposal in an efficient, responsible and accountable manner.
- Ensure that each individual conducts themselves in accordance with the relevant professional codes of conduct and codes of ethics.
- Deal with information of which you have knowledge as a result of your work only in accordance with the requirements of the Health Service.
- Maintain a helpful and co-operative attitude towards patients, families, visitors and staff.
- Endeavour to meet performance standards and other organisational requirements.
- Conduct all interpersonal relationships with respect, courtesy and concern for individuals.
- Demonstrate ‘best practice’ principles in relation to Infection Control.
- Participate in relevant EQuIP Activities as outlined in the Organisations Quality Improvement Plan.
- Participate on appropriate committees and working parties relevant to the role and position.
- Participate as requested in the Health Unit’s Emergency Procedures Plan.
- Participate in annual Staff Performance Development process.
- Maintain a clean, neat and orderly workspace.
- Be punctual.
- Complete other duties as appropriate and required.