

## POSITION DESCRIPTION

Carinya Home for the Aged



<b>POSITION:</b>	<b>Hospitality Services – Dining, Cleaning &amp; Laundry</b>
<b>LOCATION:</b>	Hospitality Services
<b>REPORTS TO:</b>	Domestic Services Team Leader, Hospitality Services Coordinator
<b>AGREEMENT / AWARD:</b>	Carinya Home for the Aged – Support Services Agreement
<b>HOURS OF WORK:</b>	Permanent Part-Time / Casual - Variable Hours Per Fortnight

### CARINYA HOME FOR THE AGED

Carinya Home for the Aged provides lifestyle options for those who are frail in a supportive and caring environment. Through our commitment to provide professional quality services to our residents, we employ people who share our values of quality care, dignity, integrity and compassion.

#### The Carinya Way

A social model of care, building a community based on inclusiveness, maximising one's potential with purposeful interactions to enable Residents to continue to lead remarkable lives.

### 1 POSITION OBJECTIVES

The primary purpose of this position is to support Resident wellbeing through the provision of high-quality dining, cleaning and laundry services. This includes:

- Serving meals and beverages in alignment with dietary requirements and Resident choice
- Maintaining safe, hygienic and welcoming dining and communal environments
- Providing timely and efficient laundry and linen services

The role contributes to Residents' dignity, safety and comfort through consistent service delivery and adherence to infection control, food safety and workplace health and safety standards.

### 2 KEY RESPONSIBILITIES

#### Dining & Meal Service

- Provide food and beverages to Residents in accordance with set menus and dietary plans
- Prepare and serve hot and cold beverages and breakfast setup
- Support texture-modified food service and drink preparation
- Serve meals in Dining Rooms and deliver trays to Resident rooms
- Maintain servery, scullery and dining areas in a clean and hygienic condition
- Wash, sanitise and store utensils and equipment appropriately
- Restock consumables and ensure correct food storage

#### Cleaning Services

- Maintain cleanliness of Resident rooms, bathrooms, lounges, corridors and communal areas
- Perform routine and non-routine cleaning tasks safely and efficiently
- Follow colour-coded cleaning systems, infection control and safe chemical handling
- Operate cleaning equipment and report maintenance requirements
- Dispose of rubbish appropriately and restock supplies

- Contribute to a safe and attractive environment for Residents, families and staff

#### Laundry & Linen Services

- Sort, wash, dry, fold and distribute Resident personal clothing and facility linen
- Ensure correct handling of contaminated or special-care items
- Maintain quality of linen and clothing through appropriate processing and storage
- Prepare trolleys and distribute linen to relevant areas
- Monitor stock levels and advise when materials require replacement
- Assist Residents respectfully in relation to personal laundry enquiries

#### Workplace Standards – All Service Areas

- Promote and maintain safe working practices at all times
- Follow policies, procedures, routines and schedules
- Maintain confidentiality and respect Resident privacy
- Participate in training, quality improvement and audits
- Communicate effectively with staff, Residents and families
- Report issues, risks or incidents promptly

### 3 CAPABILITY REQUIREMENTS

#### COMPETENCY

- Ability to follow routines, policies, procedures and care standards
- Demonstrated safe and hygienic work practices
- Capability to work independently and as part of a team
- Communication skills to interact respectfully with Residents, families and staff
- Ability to identify issues and seek guidance when required

#### KNOWLEDGE/SKILLS

- Understanding of Food Safety, Infection Control and WHS requirements
- Skills in time management, task prioritisation and problem solving
- Awareness of Resident-centred care principles
- Willingness to participate in ongoing education and improvement

#### QUALIFICATIONS

- Previous experience in hospitality, cleaning or laundry services desirable
- Certificate II / III in Hospitality, Cleaning Operations or related field desirable
- Experience in Aged Care preferred but not essential

#### OTHER REQUIREMENTS

- Current Queensland "C" Class Driver's Licence (Desirable)
- Federal Police Check
- Influenza Vaccination

### 4 ORGANISATIONAL RELATIONSHIPS

#### IMMEDIATE SUPERVISOR OF POSITION

- Hospitality Services Coordinator
- Domestic Services Team Leader

### 5 PERFORMANCE APPRAISAL

- A Performance Appraisal (PA) detailing the outcomes of this position is utilised during the course of employment and is reviewed with the immediate supervisor of this role involving a three (3) and six (6) month appraisal then annually as part of the Carinya Home for the Aged Performance Management System.

This Position Description describes the selected range of tasks and responsibilities for this position. This list is not intended to be exhaustive and other tasks may be assigned from time to time by the Chief Executive Officer or Director of Care to meet the requirements of the organisation.

**Supervisor:** Hospitality Services Coordinator

**Date Issued:**

**Occupant:** TBA

\_\_\_\_\_  
**Employee Signature**

Date: \_\_\_\_\_

**Approved By:** Thor Bouttell  
**Hospitality Services Coordinator**

\_\_\_\_\_  
**Manager Signature**

Date: \_\_\_\_\_