

EDGARLEY ASSISTED LIVING
POSITION DESCRIPTION



POSITION TITLE: ENVIRONMENTAL SERVICES WORKER

JOB PURPOSE:

The Environmental Services Worker is responsible for ensuring a high standard of room servicing and general cleaning are maintained throughout Edgarley Assisted Living.

The position reports to the Environmental Services Team Leader.

ORGANISATIONAL VALUES:

Staff are expected to work with the values in mind at all times

PEOPLE	Integrity, respect and humility
RESIDENTS	Empathy, care, respect, acknowledgement, cultural awareness and diversity
PERFORMANCE	Diligent, effective caring and quality
TEAMWORK	Purposeful, integrated, focused and united
CARE	Compassionate, inclusive, proactive and effective
COMMUNITY	To be judged in a positive light and relevant to the community

PRIVACY AND CONFIDENTIALITY:

It is vital that every member of staff maintain strict confidentiality of all matters relating to the residents and the facility.

DUTIES:

Duties and responsibilities include, but not limited to the description below.

CLEANING:

- Maintain high standards of hygiene and cleanliness in:
 - Resident's rooms
 - Bathrooms and toilets
 - Community and public areas
 - Kitchenettes
 - Cleaning rooms and store rooms
 - Staff offices and meeting rooms
 - Consulting rooms and hair salon
- Correct and safe handling of all cleaning equipment and chemicals
- Safe handling of all linen (clean and soiled)
- Placing appropriate warning signs in areas being cleaned
- Complete Maintenance or hazard requests, report damaged or faulty equipment to the Maintenance Officer via Manad

- Complete a Manad maintenance request for sighting of insects and/or rodents
- Complete Manad tasks daily
- Take required fridge temperatures daily and record them on appropriate form
- Sweep/vacuum hard floors prior to mopping
- Other duties as directed by management
- Take part in professional development as needed and directed
- Complete all require annual compulsory training
- Follow best practice to ensure infection prevention and control
- Maintain the cleaning rooms and cleaning trolleys are clean and tidy

MANDATORY EXPERIENCE AND ATTRIBUTES:

- Maintain a current NDIS check
- Demonstrated commitment to quality service and customer satisfaction
- Commitment to maintaining resident privacy and confidentiality
- Ability to communicate professionally and respectfully with all people
- Commitment to work as part of a team environment and actively promote teamwork
- Good time management skills
- Ability to comprehend and understand written and verbal instructions
- Numeracy and literacy skills
- Good observation skills and attention to detail
- Ability to think methodically
- Ability to understand Material Safety Data Sheets and safely use cleaning chemicals
- Ability to work without supervision
- Ability to follow health and safety precaution's
- Commitment to upskilling, education and/or training
- Basic computer literacy
- Basic knowledge of Microsoft Office

DESIRABLE ATTRIBUTES AND EXPERIENCE:

- Understanding of the Charter of Resident's Rights and Responsibilities in Aged Care
- Understanding of person-centred care

PERFORMANCE REVIEW:

- Performance will be managed with an annual review
- Agreed set of goals

KEY PERFORMANCE INDICATORS

KEY RESULT AREAS	KEY ACTIVITIES	STANDARD MEASURE
EDGARLEY VALUES	<ul style="list-style-type: none"> • Demonstrate and uphold the values of Edgarley Assisted Living • Ensure that the values of EAL are incorporated into daily practices in relation to all activities 	<ul style="list-style-type: none"> • Be compassionate and provide support to staff and residents • Consistently shows respect and values each person's dignity • Seeks opportunities to be innovative for improvement • Is accountable for a high standard of care • Communicates and operates openly and honestly as an effective team member
COMMUNICATION	<ul style="list-style-type: none"> • Communicates openly and honestly as an effective team member • Maintains strong communication links with all support services to provide optimal resident care • Demonstrates awareness of the facility needs within the broader Edgarley context • Restricts discussion of resident information to ensure confidentiality • Evidence of cultural awareness with appropriate communication • Approaches conflict openly using problem-solving approach 	<ul style="list-style-type: none"> • Promotes behaviours that reflect the Edgarley values and resolve conflict as required • Contributes to the facility operation through participation in staff meetings • Establishes effective and appropriate patterns of communication with residents, families, colleagues and management
CUSTOMER SERVICES	<ul style="list-style-type: none"> • Delivery of effective and efficient housekeeping • Effective housekeeping routines delivering high 	<ul style="list-style-type: none"> • No infection outbreaks attributed to poor cleaning standards • No complaints about cleaning

	standard cleaning throughout the facility	<ul style="list-style-type: none"> • All equipment is appropriately utilised
GENERAL DOMESTIC DUTIES THROUGHOUT THE FACILITY	<ul style="list-style-type: none"> • Ensure all resident rooms are cleaned thoroughly as per established routines or as required • Ensure all public toilets and staff areas are cleaned as per schedules • Paper products are at an adequate level in staff, public and resident facilities • Ensure duties lists are accurate and up to date • High standard of cleaning in the duties performed • Participate in reviews of routines and work practices • Compliance with EAL policies and procedures 	<ul style="list-style-type: none"> • No resident complaints regarding cleanliness • Good feedback on cleanliness from resident survey results • No adverse feedback on the cleanliness of the facility through resident forums, resident/family/visitors • Cleaning performed as per schedule, and documentation on cleaning schedules maintained • All duties performed as per Manad tasks • Internal audits show little remedial action on cleanliness • Adherence to EAL policies and procedures
EDUCATION AND PERSONAL DEVELOPMENT	<ul style="list-style-type: none"> • Willingness to continue to improve your skills and standards • Maintain industry requirements for your scope of practice • Willingness to suggest further education to be provided 	<ul style="list-style-type: none"> • Successfully pass all competency tests and assignments • Full (100%) attendance at all compulsory education sessions
QUALITY AND CONTINUOUS IMPROVEMENT	<ul style="list-style-type: none"> • Commitment to Quality & Continuous Improvement • Compliance with Aged Care Accreditation Standards • Compliance with EAL policies and procedures 	<ul style="list-style-type: none"> • Assistance in preparation of the facilities Accreditation application if required • Adherence to EAL policies and procedures
OH&S AND INFECTION PREVENTION AND CONTROL	<ul style="list-style-type: none"> • Strictly follow all OH&S and infection controls 	<ul style="list-style-type: none"> • Report hazards, near misses and injuries immediately

	<p>policies, procedures and processes</p> <ul style="list-style-type: none"> • Promote best practice OH&S and infection control in their daily tasks • Ensure there is a safe and hazard free workplace • Follow all necessary controls if and when required 	<ul style="list-style-type: none"> • Correct use of all personal protective equipment • Comply with risk management policies and procedures and instruction • No work cover claims through inappropriate practices • No accidents/incidents due to poor work practices
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AGREEMENT: I have read, understand and agreed to comply with this job description and key result areas.

NAME: _____

SIGNATURE: _____

DATE: _____

PLEASE NOTE, ENTER YOUR INITIALS ON EACH PAGE OF THIS DOCUMENT.