

POSITION SPECIFICATIONS

Position Title:	Hospitality Services Assistant
Job Type:	Casual
Region:	Bundaberg, Queensland
Facility:	Mater Private Hospital Bundaberg
Closing Date:	Open until filled
Salary:	Level 1 Hospitality employee MH&ACCQL – Hospitality and Services – Enterprise Agreement 2014-2016 Currently attracting a minimum hourly rate range of \$28.02 - \$31.84 + shift allowances
Reporting to:	Hospitality Services Manager

ENQUIRIES CONTACT

Enquiry Contact: Gayle Knickel, Hospitality Services Manager

Email: bbghospitality@mercyqc.com

About the Role: The Hospitality Services Assistant will contribute to the delivery of effective cleaning and hygiene services to delegated areas of the Mater Private Hospital Bundaberg as well as prepare, assemble and deliver patient meals.

A full **Position Description** is included in this document.

APPLY: To apply please return to where the vacancy is listed and click “apply now” which will direct you to SEEK.

OTHER INFORMATION:

- This is an opportunity to join our friendly Hospitality team.
- The role will involve both Housekeeping and Catering duties and work in a variety of areas within the Hospital.
- This role is fast paced and physical in nature and will require standing for long periods of time.
- We are ideally looking for candidates that have previous experience in a hospitality/housekeeping role.
- Knowledge of current food hygiene principles, practices and legislation is desirable.
- Candidates must be able to be flexible with work times. Early, late, nights (including overnight), weekdays, weekends, and public holiday shifts are available.
- Previous experience in a Hospital, Aged Care facility, or hotel is highly desirable (i.e., housekeeping, linen portage and food service delivery).
- Future opportunities to secure permanent hours are available.
- Must have a current drivers licence and police check.

POSITION DESCRIPTION

Position Title: Hospitality Services Assistant	Agreement: MH&ACCQL – Hospitality and Services - Enterprise Agreement 2012-2014		
Location: Mater Private Hospital Bundaberg	Classification: Level 1		
Approved by: Executive Officer			Reports to: Hospitality Services Supervisor
Original Date: 05/05	Revision No: 4	Revision Date: 10/14	Page 1 of 2 Page/s

1.0 Mater Misericordiae Limited Mission and Values:

The Hospitality Services Assistant will undertake a commitment to Mater Misericordiae Limited ("MML") Mission, Philosophy and Objectives, and endeavour to promote the organisation's ethos and values in all actions and activities related to their position.

2.0 Position Statement:

The Hospitality Services Assistant will contribute to the delivery of effective cleaning and hygiene services to delegated areas of the Mater Misericordiae Hospital – Bundaberg as well as prepare, assemble and deliver patient meals.

3.0 Key Effectiveness Areas:

- 3.01 Mission & Values
- 3.02 Hospitality Services
- 3.03 Other Responsibilities

4.0 Key Position Responsibilities:

4.1 Mission and Values

- Promote the Mission and Values of Mater Misericordiae Limited;
- Participate in Mercy celebration and traditions;
- Attend mandatory annual Mission in-service; and
- Adhere to and promote the ethos and standards expressed in the Pocketbook of Excellent and Integrity in the Workplace handbooks.

4.2 Hospitality Services

- Monitor the quality of food preparation and service through a quality auditing process and report to department manager;
- Regenerate and/or heat required food in accordance with food safety principles, facility Policy and Procedure and manufacturer guidelines;
- Ensure all food is stored in accordance with food safety guidelines and facility policy and procedure;
- Prepare and deliver food for functions when required;
- Orientate employees to the food preparation areas and practices of the food services as required;
- Work on the tray assembly lines when required.
- Prepare and clear function rooms as required;
- Accept and respond to telephone requests for meals and beverages to patient care areas as soon as possible;

- Ensure all equipment is utilised/operated in accordance with manufacturer requirements and faults are reported in a timely manner;
- Assist in ensuring that cleaning and other associated equipment is functional at all times;
- Clean permanent structures, fixtures, equipment and non-fixtures as required in accordance with delegated directives of an appropriate authority and facility policies and procedures;
- Apply appropriate risk management principles and practices when carrying out duties (e.g. placing of caution signs, removal of electrical cords);
- Remove waste, linen and other matter from designated cleaning areas as required.

4.3 Other Responsibilities

- Provide relief in other hospitality positions as directed by the Hospitality Services Supervisor or other designated authority;
- Accept, adhere to and promote Workplace Health and Safety requirements, appropriate standards and risk management guidelines to ensure health and safety obligations are met to maintain a safe working environment;
- Participate in meetings and forums as required;
- Foster a cooperative work environment and maintain open communication through effective interpersonal skills and appropriate forums;
- Participate in and recommend quality activities aiming to improve work practices to exceed customer expectations;
- Participate in in-service programmes to assist in personal development and to satisfy the objectives of the organisation;
- Accept individual responsibility and accountability for own performance and professional development;
- Accept and adhere to all policies and procedures of MML and the Mater Private Hospital Bundaberg; and
- Undertake other duties/responsibilities as directed by the Hospitality Services Supervisor or other designated authority(s).

5.0 Qualifications and Experience

Desired

- 5.1 Previous experience in a comparable position;
- 5.2 Knowledge of current food hygiene principles, practices and legislation;
- 5.3 Experience in a health care or hotel services environment;
- 5.4 Certificate II in Health Support Services or equivalent thereof
- 5.5 A practical understanding of information technology systems, ie. Microsoft suite.