

**Position Titles:** Hospitality Services Assistant; or Laundry Assistant

**Job Type:** Part-time or casual

**Region:** Rockhampton, Queensland

**Facility:** Mater Private Hospital Rockhampton; or  
Mercy Linen Services

**Closing Date:** Open until filled

**Salary:** Level 1 Hospitality

*MH&ACCQL – Hospitality and Services – Enterprise Agreement 2014 - 2016*

Currently attracting a minimum hourly rate range, exclusive of superannuation and penalties of:

Casual: \$28.02 - \$31.84

Permanent: \$22.42 - \$25.47

**Hospitality Services Assistant Enquiries Contact:** Fabrizio Piasco, Hospitality Services Manager

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**Telephone:** 07 4931 3478

**Laundry Assistant Contact:** Gail Schneider, Manager

**Email:** [Gail.Schneider@mater.org.au](mailto:Gail.Schneider@mater.org.au)

**Telephone:** 07 4931 3505

## About the roles

Our Rockhampton Mater located facilities are seeking Hospitality Services Assistants and Laundry Assistants to undertake the following functions:

**Hospitality Services Assistants:** contribute to the delivery of effective cleaning and hygiene services to delegated areas of the Hospital as well as prepare, assemble, and deliver patient meals.

**Laundry Assistants:** assist in providing a quality linen service to customers, both internal and external to Mater, whilst maintaining a clean, safe and productive work environment.

## What you'll be doing

### **Hospitality Services Assistant responsibilities include, but are not limited to:**

- 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 in accordance with manufacturer requirements and faults are reported in a timely manner.
- Operate cleaning and other associated equipment and materials in accordance with the manufacturer and/or supplier guidelines
- 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).
- Removal of waste, linen and other matter from designated cleaning areas as required.

### **Laundry Assistant responsibilities include, but are not limited to:**

- Under the direction of the Production Supervisors maintain workflow to achieve efficient operational outcomes both in the dirty and clean linen processing areas;
- Separate and sort soiled and processed linen as required; e.g. sequence of linen maintenance; sorting/washing, drying, ironing, folding/stacking and linen packout;
- Operate industrial machinery in accordance with manufacturer instructions and facility procedure to avoid malfunctions and injury;
- Receive and satisfy incoming orders;
- Perform necessary administrative functions to validate completion of order;
- Prepare transport containers for dispatch which includes the weighing, recording and identifying of capsules; and
- Undertake continuous assessment of the linen throughout production to ensure quality output.

## About you

You will ideally have experience in the position you are interested in applying for.

Other features for all positions include:

- Ability to work as a member of a multi-disciplinary team that understands that task completion impacts team deadline success;
- Being able to manage your time effectively to meet deadlines and recognise priority tasks;
- Be proactive and involved to ensure positive outcomes and foster a sense of engagement with patients, care givers, clinical teams and/or colleagues; whatever the case may be; and
- Digital and computer proficiency to complete online applicable learning and career development modules.

## Other information

- Candidates must be an Australian Citizen, Australian Permanent Resident or have a working Visa with no restrictions to be eligible to apply.
- You must be open to supporting the Hospitality or Laundry teams by undertaking any assigned task/job as required within your scope of expertise.
- Hospitality Services Assistant positions may be rostered over a 7 day fortnight and feature day, afternoon and night shifts (not over a 24 hour span).
- Laundry Assistant positions are most regularly rostered to be performed from Monday to Thursday, inclusive, and can be up to 10 hours duration (including meal break).
- The offering of part-time or casual employment to successful candidates will be negotiated at the time of offer with regard to the applicant's preference.