

Position Description

ENVIRONMENTAL SERVICES TEAM

LEADER/WORKPLACE TRAINER

Vision: To enrich the health and wellbeing of the community

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| NAME | |
| REPORTS TO | Operational Services Manager |
| KEY RELATIONSHIPS | All staff employed in accordance with the Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 -2020. |
| AREA OF RESPONSIBILITY | <p>The position holder is required to maintain effective relationships within the Environmental Services Department, across Boort District Health and with external customers.</p> <p>The position holder will:</p> <ul style="list-style-type: none"> • Provide training to Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) in the use of key skill and technologies to perform their role, including computers. • Assist the Operational Services Manager, to create, compile and implement cleaning and maintenance schedules. • Assist and coordinate the day-to-day operations in the Environmental Department in consultation with the Operational Services Manager. • Be responsible for the provision of high quality food preparation • Be responsible for the supervision of all food services and domestic staff. |
| ESSENTIAL | <p>Certificate IV in Workplace Training or the ability to acquire. TAE40116 (Role requirement)</p> <p>Qualifications in health/hospitality/administration related field, with current industry experience.</p> <p>Excellent communication skills</p> <p>The ability to manage, provide advice, coach and support staff</p> <p>Able to work well in a team environment</p> <p>Excellent time management skills</p> <p>Food Handlers Certificate Level I</p> <p>Proficient computer skills, and the ability to use Microsoft office</p> <p>Knowledge of OH&S, Infection Control and safe chemical handling</p> |
| DESIRABLE | <p>Previous food & domestic service experience in a health care setting.</p> <p>Food Safety Supervisors Certificate</p> <p>Experience in working in health, aged care environment</p> <p>Experience in roster management</p> <p>Experience in training and auditing</p> |
| SAFETY AND QUALITY | <p>Actively participate in organisational processes</p> <p>Model behaviour that supports the organisations commitment to safety, quality and person centred care.</p> <p>Be aware of BDH Fire Safety and Evacuation Procedure and any responsibilities allocated to particular persons</p> <p>Knowledge of BDH's Risk Management policies and procedures, to be able to recognise risks while performing day to day duties report any identified risks and, where appropriate assist management to develop and implement effective measures for the management of risk.</p> |
| CLASSIFICATION | In accordance with the Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 -2020. |
| HOURS OF WORK | As per contract |

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| <p>CORE VALUES</p> | <p>Impartiality <i>All decisions will be made objectively considering all relevant and known facts</i> <i>All people will be treated equally and fairly, recognising individual abilities</i> <i>Client focus</i> <i>Be an advocate for our clients</i> <i>All information related to persons and BDH will be treated as confidential</i> <i>Demonstrates personal standards of constancy, tolerance and patience</i></p> <p>Accountability <i>Carryout work practices in a responsible and ethical manner</i> <i>Actively support and communicate with members of the team</i> <i>Share knowledge and achievements</i> <i>Actively encourage a workplace free from bullying, harassment and discrimination</i> <i>Promote a culture of learning; encourage innovation in the workplace</i> <i>Monitors the impact of one's own behaviour on others</i> <i>Shows excellence in best practice and adheres to BDH policies and procedures</i> <i>Works with a team focus</i></p> <p>Integrity <i>Maintain a sense of humour, warmth and tolerance and is truthful</i> <i>Perform work in a courteous, efficient and professional manner</i> <i>Respect, support and value work colleagues</i> <i>Recognise and support other peoples differences</i> <i>Supports a "no blame" culture in reporting incidents and helping to resolve them</i></p> |
| <p>KEY SELECTION CRITERIA</p> | <p>KSC1 Sound administration knowledge to ensure BDH maintains high standards of record keeping and administrative processes that follow BDH policies and procedures</p> <p>KSC2 Ability to work to a high standard with minimal supervision with a commitment to work as part of a team.</p> <p>KSC3 Proven ability to mentor staff; including providing advice, coaching and supporting staff in their duties; as well as the ability to build a positive team culture.</p> <p>KSC4 Evidence of interpersonal skills, with a friendly manner when dealing with residents, patients, clients, staff & community members.</p> <p>KSC5 Sound computer skills and experience in the use of Microsoft programs in word, outlook and internet explorer/chrome</p> <p>KSC6 Evidence of good personal hygiene standards and understanding of BDH infection control policies and procedures.</p> <p>KSC7 Ensure 100% of all Food Safety Documentation & Cleaning Schedules are complete.</p> <p>KSC8 Qualifications in health/hospitality/administration related field and or relevant experience working in the role.</p> |

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| SPECIFIC FUNCTIONS AND RESPONSIBILITIES | |
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| Key Responsibility Area 1 | DESCRIPTION |
| Personal & Professional Development <i>Demonstrated experience and understanding of the need for continuation of both personal & professional development.</i> | <ul style="list-style-type: none"> Actively participate in all mandatory competencies and training as required to ensure service delivery meets the strategic needs of the department and changing legislative requirements. Actively participate in annual performance appraisal. Maintain good communication links with all staff and Management. Maintain contemporary knowledge of all food and cleaning standards to ensure that tasks are carried out and meet all legislative and health service requirements. Demonstrated safe working knowledge of Food Safety and Chemical Management processes. Provide effective day to day management of the environmental services department. |
| Key Responsibility Area 2 | DESCRIPTION |
| Customer Service <i>Evidence of positive feedback and consumer satisfaction.</i> | <ul style="list-style-type: none"> Promote a culture of person centred care by providing prompt and efficient customer service to all internal and external customers. Maintain confidentiality on all issues relating to the health service, residents/patients and colleagues. Demonstrated committed to ensuring all women, men, people from diverse cultural experiences, including Aboriginal and Torres Strait Islander people, class positions and social circumstances, sexual orientations, health and illness conditions are treated appropriately according to their specific needs. Ensure feedback and complaints are listened to and reported to the Cook and/or Operational Services Manager where required. |
| Key Responsibility Area 3 | DESCRIPTION |
| Administration & Documentation <i>Through the use of BDH processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</i> | <ul style="list-style-type: none"> Ensure that all documentation is accurate and completed in a professional and timely manner and meets legislation and organisational policy. Actively participate in relevant committees and prepare and submit reports as required by the Operational Services Manager. Ensure that daily checklists, quality audit tools are completed as required. Ensure the correct ordering of environmental services supplies and communication with appointed suppliers regarding their products. The continuous check of stores, refrigerators and production areas to avoid shortages or over production. Perform food safety audits for all kitchen areas as scheduled and report findings to Operational Services Manager for follow-up as required. Inspect monthly and report any failures in record keeping, stock shortage and/or repairs and maintenance in all environmental services areas. Conduct annual review of crockery, cutlery and glassware inventory at Boort District Health to ensure sufficient supplies, and order as required. Manage staff rostering within budget limitations. Ensure care is based on person centred care that has shared decision making taking into account consumer health literacy. |
| Key Responsibility Area 4 | DESCRIPTION |
| Technical Skills and Application | <ul style="list-style-type: none"> Ensure all tasks involving food comply with the Food Safety Guidelines and BDH's Food Safety Plan. Monitor and maintain Food Safety Plan and all associated requirements including arranging an annual Food Safety Audit. |

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| <p><i>Demonstrated knowledge and application of the skills required for this position.</i></p> <p><i>This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</i></p> | <ul style="list-style-type: none"> • Ensure environmental services areas are kept clean and hygienic at all times. • Ensure that all cleaning tasks comply with all infection control requirements. Ensure all food plating, delivery and collection functions including the cleaning and sanitising of cooking and food preparation areas comply with infection control processes. • Dispose of waste in accordance with BDH guidelines. • Ensure that BDH furniture, equipment and facilities are maintained in good working order and any faults are reported in a timely manner. • Perform other duties as may be reasonably requested by the Operational Services Manager consistent with your capability and role delineation • Ensure all staff are aware of their duties and what is expected of them. • Instruct new and current staff the skills they require to perform their roles to the required standard and to develop as an environmental services employee. • Oversee and monitor work of environmental services staff to ensure all tasks are done correctly. • Give regular feedback (+/-) on their performance to enable staff development • Ensure any staffing issues are resolved fairly and quickly. • Manage the environmental day to day operations including, staff rostering, training and management. • Ensure all food and beverages are served with a constant focus on presentation and services. • Ensure all resident dietary information is current and updated in a timely manner • Ensure meals are served on time, and sufficient quantities are available. • Oversee and co-ordinate that all functions are staffed and set up as requested to maintain the highest standard possible for presentation and service. • Support the environmental services team to actively work for productivity, quality, and customer-service improvements. • Identify and assist in the resolving of operational problems. • Identify work process improvements. • Develop proactive customer services processes. • Promote job knowledge by providing educational opportunities regarding task methodology, chemical use/storage and equipment operation. • Work to enhance organisation reputation by accepting ownership for cleaning standards, staff knowledge and continuous improvement. • Strive to maintain and improve the principles of presentation and cleaning service with a focused aim on achieving better results for the residents on an ongoing basis. • Provide training to non-clinical Staff in use of computers and other technologies to perform their role. • Promote the Know Better, Be Better campaign |
| <p>Key Responsibility Area 5</p> | <p>DESCRIPTION</p> |
| <p>Teamwork & Communication</p> | <ul style="list-style-type: none"> • Actively promote a team environment which strives for innovation and improvement in all processes. |

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| <p><i>Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of BDH.</i></p> | <ul style="list-style-type: none"> • Demonstrated ability to work consistently and positively within a team to achieve custom focused outcomes. • Work collaboratively with all members of the multidisciplinary team to facilitate integrated person centred care. • Participate in team meetings. • Coordinate and minute Environmental Services team meetings/huddles as required. • Instruct staff on new methods of food handling and production when required. • Ensure that the rights of individuals / groups are maintained and ensure the spiritual, emotional and cultural needs of individuals/groups are met. |
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| Key Responsibility Area 6 | DESCRIPTION |
| <p>Quality / Safety and Risk Management</p> <p><i>Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety and risk management system.</i></p> <p><i>Act in accordance with all relevant external legislation and internal BDH policies and procedures that relate to this position and the organisation.</i></p> | <ul style="list-style-type: none"> • Demonstrate a working knowledge of all relevant external legislation & internal BDH policies and procedures that relate to this position and this health service. • Actively participate in and contribute to all quality improvement activities. • Minimise incidents of infection control breaches which may impact on resident/patient safety. • Actively cooperate with BDH's Occupational Health, Safety and Risk policies and to participate in appropriate safety education and evaluation activities. • Actively participate in staff meetings and professional development programs. • Be aware of BDH Fire Safety and Evacuation Procedure and any responsibilities allocated to particular persons. • Knowledge of BDH's Risk Management policies and procedures, to be able to recognize risks while performing day to day duties report any identified risks and, where appropriate assist management to develop and implement effective measures for the management of risk. • Be aware of and ensure compliance with BDH Manual Handling policies and procedures. • Use chemicals according to SDS sheets and product information sheets, and use appropriate PPE (Personal Protective Equipment) when using and handling chemicals. • Ensuring departments equipment, furniture and facilities are maintained in good working order. • Pay strict attention to own personal and Food Service Department staff personal hygiene. • Ensure annual registration as a Food Premises with the Loddon Shire Council. • Ensure that Quality Improvement Activities are conducted on a regular basis. • Follow BDH procedures for making arrangements for necessary repairs and maintenance. • Ensure staff are aware of and follow safe work practices at all times. • Ensure environmental services staff chemical training is completed annually. • Ensure compliance with regulations by examining and analysing records, reports, operating practices chemical storage and documentation. • Document and report all repairs and maintenance required in consultation with Maintenance staff & the OSM. • Maintain all cleaning documentation to comply with accreditation standards. • Actively participates and contributes to quality activities which promote quality improvement to care/service provided, such as, follow up on improvement forms, |

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| | staff meetings, working parties ongoing education, internal assessment and review of procedures evaluation of new products, and equipment and/or services. |
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| Key Responsibility Area 7 | DESCRIPTION |
| <p>Workplace training</p> <p><i>ensure that BDH is equipped with a workforce that can optimise its current and future goals and objectives, and deliver quality services that can meet consumers' requirements and needs.</i></p> | <ul style="list-style-type: none"> • Train, monitor and support staff in a diverse range of environments including class and workplace to successfully perform in all areas of their work. • Attend and participate in BDH staff training days as required. • Assist each BDH staff member to reach his/her personal and career goals through individual encouragement and high quality training methods. • Ensure all delivery methods are engaging for a diverse range of learning styles and reflect contemporary adult learning approaches including digital and social media. • Create and facilitate opportunities for students to develop digital literacy to meet current industry practices. • Schedule and book all required rooms, venues, vehicles and equipment for Education. • Prepare a individual training plan for each staff member employed in accordance with the Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 -2020. • Verify that all students have undertaken an individual pre-training review prior to commencement of training and implement the action plan to support each individual student's learning needs. • Ensure all training material and plans have been approved in accordance with BDH policies and procedures prior to delivery. • Prepare, and distribute hard copy and digital assessment tools, handouts and resources to all staff members. • Ensure the delivery of training and assessment is appropriate and engaging for staff. • Maintain a current Training and Assessment qualification approved for the delivery of VET training. • Liaise with industry personnel and employers to keep current with industry developments. |

PERFORMANCE INDICATORS

The Environmental Services Team Leader/Workplace Trainer performance will be monitored against the following indicators:

1. Ensure that staff employed under the Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) award have the training required to perform their role.
2. Maintain Confidentiality on all issues relating to the health service, residents/patients and colleagues
3. Promote a culture of person centred care by providing prompt and efficient customer service to all internal and external customers.
4. Demonstrated ability to work consistently and positively within the team to achieve customer focused outcomes.
5. Ensure that all documentation is accurate and completed in a professional and timely manner.
6. Ensure all tasks involving food comply with the Food Safety Guidelines and BDH's Food Safety Plan.
7. Actively participate in all mandatory competencies and training as requires to ensure service delivery meets the strategic needs of the department and changing legislative requirements and participate in annual performance appraisal.

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8. Achievement of duties as assigned by the Operational Services Manager.

Actively participates in role modelling above the line behaviours supporting the team to bring behaviours above the line.

| PRINCIPLE/VALUE | ASSOCIATED BEHAVIOURS |
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| Services are client focused | <ul style="list-style-type: none">• Having the courage to question what we do• Determined to do the best job you can• Striving continuously to innovate and improve• Being professionally and enthusiastic• Maintaining client focus |
| Through impartiality, the rights and choices of people are respected | <ul style="list-style-type: none">• Showing compassion to all• Demonstrating empathy and understanding at all times• Working as a team and mentoring others• Providing encouragement to others• Ensure commitment to the Child Safe Standards |
| Accountability is demonstrated through our actions | <ul style="list-style-type: none">• Maintaining confidentiality and privacy at all times• Listening to others and accepting differences• Being punctual• Responding courteously• Greeting all people by saying hello, smiling, introducing yourself, being culturally sensitive• Demonstrating consistency in decision making• Treating people equally being considerate and understanding• Being collaborative and collegiate |
| Care and services delivered in a manner which demonstrates integrity | <ul style="list-style-type: none">• Being honest• Leading by example• Being responsible and accountable for your own actions |

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PERFORMANCE REVIEW

A performance development and review process will be carried out three months after commencement, and on an informal basis and thereafter on a formal annual basis.

I acknowledge that I have received a copy of this position description. I have read (or had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

EMPLOYEE:DATE:

OPERATIONAL SERVICES MANAGER DATE:

Review

3 months

☐

6 Months

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Annual

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Issued: January 2021

Reviewed: