

<b>Position</b>	Hotel Services Worker
<b>Date effective</b>	January
<b>Conditions</b>	LCC Aged Care Service Enterprise Agreement 2013 Support Worker – Level 1

**Who we are:**

Lutheran Services is a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland. Lutheran Services provides quality and contemporary support and accommodation for older people, youth and their families, people living with disability or mental illness, and families experiencing domestic violence and hardship.

**Our philosophy and vision**

Lutheran Services exists to serve. Delivering the best in service, care and accommodation while making a meaningful contribution to communities is at the core of what we do.

**Our values**

- Offering grace and hope
- Delivering faithful service
- Respecting the dignity of the people we serve
- Fostering a committed and innovative culture
- Securing a sustainable future

**Purpose of the role**

To contribute to the operation of the hotel services team resulting in a high-quality service to residents.

**Reporting relationships**

The Hotel Services Worker reports to the Hotel Services, Home Care Packages and ILU Coordinator.

**Qualifications/Experience***Essential*

- Previous experience in commercial catering and / or cleaning including the use of chemicals and equipment
- Previous experience / understanding of customer focus in hotel services

**Legislative/policy requirements**

All employees must have a current National Police check and will be required to provide proof of working rights. The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by Lutheran Services Chief Medical Officer.

**Roles and responsibilities**

Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:

- Maintaining the cleanliness and tidiness of the interior of the service as directed;
- Contributing to the preparation of a quality meal service;
- Delivering the resident meal service;
- Providing exceptional customer service to residents;
- Monitoring and ordering supplies of cleaning chemicals and equipment as required;
- Communicating effectively with co-workers, residents and other stakeholders.

<p>NOTE: This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.</p>
---