

Position	Support Worker (Hotel Services)
Date effective	August 2018
Conditions	Lutheran Services (Qld) Aged Care Enterprise Agreement 2017. Support Worker Entry Level / 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 Manager.

Qualifications/Experience

The incumbent will possess previous experience in commercial catering, laundry and / or cleaning including the use of chemicals and cleaning equipment. This position requires an understanding of the 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:

- Maintain the cleanliness and tidiness of the interior of the service as directed;
- Contribute to the preparation of a quality meal service;
- Deliver the resident meal service;
- Provide exceptional customer service to residents;
- Collect, clean, fold and distribute linen and residents clothing;
- Communicate effectively with co-workers, residents and other stakeholders.

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.