



POSITION DESCRIPTION

Hotel Services Worker	Hotel Services Worker
Conditions	Lutheran Services (Qld) Aged Care Enterprise Agreement 2017. Support Worker Levels: Entry / 1
Reports To	The Hotel Services Worker reports to the Hotel Services Manager.
Positions Reporting to this Position	No positions report to this position
Effective Date	October 2018

Main Purpose / Primary Objective	To contribute to the operation of the hotel services team resulting in a high-quality service to residents.
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Key Accountabilities

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.

Key Relationships/ Interactions	Service Manager, Care Manager, Care staff (RNs, ENS etc), Residents and their families and Support Centre staff
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Position Requirements	<ul style="list-style-type: none">• Previous experience in commercial catering, laundry and / or cleaning including the use of chemicals and cleaning equipment• Previous experience in an Aged Care or Hotel environment will be highly regarded• Effective communication skills• Current Australian Driver's License
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Culture	<p>At Lutheran Services promote a culture that supports high and ethical performance. Our leadership team, believes a high performance culture that is characterised by:</p> <ul style="list-style-type: none"> ▪ a learning and growing environment ▪ a high achievement orientation ▪ a sharing environment - information, resources, ideas and goodwill ▪ commitment to being the best we can be ▪ humility, fairness and openness in how we go about our work. <p>All within the context of acting in the best interests of Lutheran Services, and working in accordance with our values.</p>
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Legislative/policy requirements	<p>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.</p>
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Prepared By	Date	/ /
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We certify that the content of this position description is accurate:

Incumbent's Signature	Date	/ /
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Manager's Signature	Date	/ /
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