
Navorina is committed to the provision of high quality residential care for ageing members of the community. Navorina achieves its mission by attracting and retaining the best staff.

Responsible to: Hospitality Manager

Responsible for: The preparation and delivery of a quality food & beverage service and maintaining the environmental cleanliness, laundering and waste control.

ACCOUNTABLE FOR:

The Food and Domestic Services Assistant is accountable for the preparation and delivery of a quality food and beverage service, compliance with the food safety program and environmental cleanliness, laundry services and waste control service in residential aged care and will provide these in a manner which:

- is in accordance with the mission, vision and values of Navorina Nursing Home
 - is consistent with The Residents' Charter of Rights and Responsibilities
 - is consistent with the Employee Code of Conduct
 - strives to maximise Residents' health and well-being
 - fosters best practice and effective performance by staff in an environment which encourages learning and development
 - ensures a safe working and living environment
 - strives to improve the quality outcomes of services provided to residents
 - demonstrates excellence in customer service at all times
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KEY ACCOUNTABILITIES

- Provide food production, distribution and associated kitchen tasks to meet the operational requirements of Navorina Nursing home.
- Provide cleaning and waste control to meet the operational requirement of Navorina Nursing Home.
- In accordance with laundry practice standards.
- Comply and contribute to the food safety program.
- Participate in Continuous Improvement Programs in accordance with the organization's documented policies and procedures and legislative requirements.
- Participate in providing a safe environment for residents, staff and visitors by adhering to accepted WH & S standards and Infection Control principles.
- Document changes in special dietary needs.
- Document and monitor food safety program.
- Reheat and prepare food for evening meal.
- Perform cleaning and waste control duties.
- Participate in the organisation's risk management program and contribute to a safe work environment ensuring safety of residents, visitors, other staff and self.
- Ensure Infection Control policies and procedures are followed by all staff and report identifies issues.

- Participate in Continuous Improvement activities.
- Attend scheduled meetings and complete mandatory staff training.
- Read staff notice board bulletins and memorandums regularly.
- Check Lee Care on commencement of shift.
- Participate in performance appraisal.

Residents

1. Ensure the delivery of services meets Legislative requirements and any policy and administrative guidelines as set by Navorina Nursing Home.
2. Assist residents to meet daily living needs including nourishment, hydration. Provide support and assistance to maintain a clean comfortable, safe, secure and homelike environment for the residents.
3. Respond to situations of risk or potential risk to the residents.
4. Support the rights, interests and needs of the residents, whilst respecting the resident's right to freedom of choice, privacy and dignity.
5. Carry out work activities according to organizational procedures.
6. Demonstrate an empathetic approach and positive attitude to residents.
7. Be prompt and courteous when interacting with residents, families and colleagues.
8. At all times ensure that the privacy, dignity and resident right to confidentiality is maintained and respected. Be a role model in this regard e.g. knocking on doors before entering, not discussing residents in front of other residents/staff, maintaining confidentiality of resident details/information.
9. Report immediately any situation of suspected elder abuse or a missing resident according to Navorina Nursing Homes policy and procedure.
10. Demonstrates excellence in customer service at all times.

Teamwork

11. Contribute to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of other team members in the delivery of a quality service.
12. Actively contribute to the establishment and maintenance of constructive relationships within the team.
13. Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
14. Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information for staff are read and acted upon.

PROFESSIONAL CONDUCT

- A high standard of personal appearance and conduct is expected of every employee, that is: clean, neat, tidy Uniform, punctual, and respectful language and manner toward residents, visitors and to each other. Closed in shoes must be worn at all times.
- At NO TIME must information related to a resident/family or staff member be discussed with anyone other than the relevant staff member/care professional providing care/service.
- A flexible and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected.

OCCUPATIONAL HEALTH & SAFETY

- Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self.
- Reports immediately, any equipment or situation which is hazardous, or has the

potential to be a safety issue.

- Participates in problem solving processes to resolve WH&S issues.

QUALITY IMPROVEMENT

- Provides competent care/service in accordance with the organization documented policies and procedures, legislative requirements relevant to role.
- Completes an Improvement Form or Incident Report when there is an identified need to improve
- Actively participates and contributes to Quality Activities which promote quality improvement to care/service provided, such as, follow up of Improvement Forms, staff meetings, working parties, ongoing education, internal assessment and review of procedures, evaluation of new products and equipment

ONGOING EDUCATION

- Read staff notice boards and bulletins regularly, ACC programs
- Participates in in-service and continuing education, including mandatory training:
 - Aggression Management
 - Fire / Emergency Procedures
 - Manual Handling
 - Infection Control
 - Elder Abuse
 - Chemical Handling
 - Life Support (CPR)

REPORTING REQUIREMENTS

Reports any concerns related to residents to the Hospitality Manager or Delegate

PERFORMANCE OUTCOMES

- Work practice reflects safe practice according to documented policies and procedures, and the provision of independence, privacy and dignity
- Evidence of accurate recording and exceptional reporting including verbal reporting to the Hospitality Manager or delegate
- Evidence of completion of allocated and or delegated duties
- Evidence of ongoing education and attendance at mandatory training sessions.

PERFORMANCE REVIEW

- 6 monthly, then annually by Hospitality Manager.

KEY SELECTION CRITERIA

- NSW Certificate in food Safety/ cleaning operations/laundry services.

CONDITIONS OF EMPLOYMENT

- The Navorina Nursing Home, NSWNMA and HSU NSW Enterprise Agreement 2014-2017

Signature after reading this Position Description

Date: _____