



POSITION SPECIFICATIONS

Position Title:	Hospitality Services Assistant - Housekeeping
Job Type:	Casual
Region:	Mackay, Queensland
MH&ACCQL Facility:	Mater Misericordiae Hospital – Mackay
Closing Date:	Open until filled
Salary:	Level 1 Hospitality employee
Industrial Instrument:	Mercy Health and Aged Care Central Queensland Limited – Hospitality and Services – Enterprise Agreement 2014-2016 Currently attracting a minimum hourly rate range of \$26.88 - \$30.54
Reporting to:	Housekeeping Coordinator

ENQUIRIES CONTACT

Enquiry Contact:	Raelene Cousins, Finance Officer
Telephone:	(07) 4965 5409
Email:	rcousins@mercycq.com

POSITION STATEMENT: The Hospitality Services Assistant – Housekeeping will contribute to the delivery of effective cleaning and hygiene services to delegated areas of the Hospital.

A full **Position Description** is available following these specifications.

APPLY: To apply please return to where the vacancy is listed and click “apply online” which will direct you to SEEK.

OTHER INFORMATION:

- This is an opportunity to join our friendly Hospitality team.
- The role will involve Housekeeping duties and work in a variety of areas within the Hospital.
- Ability to work in a fast paced and physical role – you must be able to stand for long periods of time, bend, lift, and climb to perform this role;
- Candidates must be able to be flexible with work times and be able to work a variety of shifts including; early, late, nights, weekdays, weekends, and public holidays.
- This position requires working early morning and late evening (shifts vary from 5.00am to midnight). **Candidates must be available for all shift types.**
- We are ideally looking for candidates that have previous experience in a hospitality/housekeeping role. Previous experience in a Hospital, Aged Care facility, or hotel is highly desirable.
- Candidates must have the ability to work autonomously and also within a team environment.
- Must have effective interpersonal and communication skills.
- Must have reliable transportation.

POSITION DESCRIPTION

Position Title: Hospitality Services Assistant - Housekeeping		Agreement: Mercy Health and Aged Care Central Queensland Limited – Hospitality and Services – Enterprise Agreement 2014-2016	
Location: Mater Misericordiae Hospital – Mackay		Classification: Level 1	
Approved by: Executive Officer		Reports to: Housekeeping Coordinator	
Original Date: 05/04	Revision No: 2.0	Revision Date: 09/15	Page 1 of 2 Page/s

1.0 Mercy Health and Aged Care Central Queensland Limited Mission and Values:

The Housekeeping Assistant will undertake a commitment to Mercy Health and Aged Care Central Queensland Limited ("MH&ACCQL") Mission, Philosophy and Objectives, and endeavour to promote the organisation's ethos and values in all actions and activities related to their position

2.0 Position Statement:

The Housekeeping Assistant will contribute to the delivery of effective cleaning and hygiene services to delegated areas of the Hospital.

3.0 Key Effectiveness Areas:

- 3.01 Mission & Values
- 3.02 Housekeeping Services
- 3.03 Other Responsibilities

4.0 Key Position Responsibilities:

4.1 Mission and Values

- Promote the Mission and Values of Mercy Health and Aged Care Central Queensland Limited;
- Participate in Mercy celebration and traditions;
- Attend mandatory annual Mission in-service;
- Adhere to and promote the ethos and standards expressed in the Pocketbook of Excellent and Integrity in the Workplace handbooks.

4.2 Housekeeping Services

- Provide prompt customer service in accordance with organisational requirements to meet identified needs;
- Establish appropriate rapport with patients and staff to enable high quality service delivery;
- Vacuum and mop floors daily or as required;
- Clean permanent structures, fixtures, equipment and non-fixtures as required in accordance with delegated directives of an appropriate authority and facility policies and procedures;
- Clean to the standards as set by the Housekeeping Coordinator and/or housekeeping policies and procedures;

- Apply appropriate risk management principles and practices when carrying out duties (e.g. placing of caution signs, removal of electrical cords);
- Remove waste, linen and other matter from designated cleaning areas as required;
- Ensure all equipment is utilised/operated in accordance with manufacturer requirements and faults are reported in a timely manner;
- Assist in ensuring that cleaning and other associated equipment is functional at all times.

4.3 Other Responsibilities

- Accept, adhere and promote Workplace Health and Safety requirements, appropriate standards and risk management guidelines to ensure health and safety obligations are met to maintain a safe working environment;
- Participate in meetings and forums as required;
- Foster a cooperative work environment and maintain open communication through effective interpersonal skills and appropriate forums;
- Participate in and recommend quality activities aiming to improve work practices to exceed customer expectations;
- Participate in in-service programmes to assist in personal development and to satisfy the objectives of the organisation;
- Accept individual responsibility and accountability for own performance and professional development;
- Accept and adhere to all policies and procedures of MH&ACCQL and the Hospital;
- Undertake other duties/responsibilities as directed by the Housekeeping Coordinator or other designated authority(s).

5.0 Qualifications and Experience:

Desired

- 5.1 Previous experience in a comparable position;
- 5.2 Experience in a health care or hotel services environment;
- 5.3 Certificate II in Health Support Services or equivalent thereof