



**OUR VISION:** TO BE A TRUSTED LEADER IN OUR LOCAL RURAL HEALTH CARE

**OUR PURPOSE:** WORKING TOGETHER WITH OUR COMMUNITIES FOR BETTER HEALTH & WELLBEING

## Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

<b>Position Title</b>	Catering & Cleaning Assistant
<b>Position ID</b>	
<b>Department</b>	Support Services
<b>Award</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025
<b>Classification</b>	Dependant on experience
<b>Employment Type</b>	Casual
<b>Reports To</b>	Team Leader
<b>Direct Reports</b>	NA
<b>Date Document Approved</b>	June 2026
<b>Approved by</b>	People & Culture Officer
<b>Purpose of Position</b>	The purpose of this position is to support the delivery of safe, high-quality patient services by ensuring all food handling, hygiene, cleaning, and laundry activities are carried out in accordance with established standards and procedures. The role is responsible for maintaining a clean, safe, and hygienic environment across all areas of the REDHS Health Service, while contributing to patient wellbeing through competent and reliable service delivery. This position plays an important role in upholding infection control standards, promoting workplace safety, and ensuring all service areas are maintained to a high standard.

### Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
Cleaning & Hygiene Standards	<ul style="list-style-type: none"> <li>Allocated areas are consistently maintained to a high standard of cleanliness and hygiene</li> <li>Compliance with infection control standards is demonstrated at all times</li> <li>Cleaning schedules are completed accurately and on time</li> </ul>
Food Preparation & Service Support	<ul style="list-style-type: none"> <li>Catering tasks are completed efficiently and in line with food safety standards</li> <li>Meals are prepared, handled, and served safely and appropriately</li> <li>Dining areas are kept clean, organised, and presentable during and after service</li> </ul>
Workplace Health & Safety Compliance	<ul style="list-style-type: none"> <li>All tasks are performed safely with minimal risk to patients, residents, staff, and the public</li> <li>Equipment is used, cleaned, and stored correctly</li> <li>Hazards, incidents, or maintenance issues are reported promptly</li> </ul>

Equipment & Resource Management	<ul style="list-style-type: none"> <li>• Cleaning and catering equipment is maintained in a clean and operational condition</li> <li>• Supplies are used appropriately with minimal waste</li> <li>• Stock levels are monitored and communicated when replenishment is required</li> </ul>
Professional Conduct & Presentation	<ul style="list-style-type: none"> <li>• Maintains a clean, tidy, and professional appearance at all times</li> <li>• Demonstrates respectful, courteous behaviour toward patients, residents, visitors, and staff</li> <li>• Upholds the organisation's values and expected standards of behaviour</li> </ul>
Communication & Customer Service	<ul style="list-style-type: none"> <li>• Communicates clearly and effectively with team members and supervisors</li> <li>• Responds appropriately to patient/resident needs and requests within scope</li> <li>• Escalates issues or concerns in a timely manner</li> </ul>
Teamwork & Collaboration	<ul style="list-style-type: none"> <li>• Works cooperatively within a multidisciplinary team</li> <li>• Contributes positively to team dynamics and workplace culture</li> <li>• Follows direction and supports team priorities</li> </ul>
Compliance, Privacy & Confidentiality	<ul style="list-style-type: none"> <li>• Adheres to organisational policies, procedures, and guidelines</li> <li>• Maintains strict confidentiality of patient / resident and organisational information</li> <li>• Reports personal illness or infection as required</li> </ul>
Training & Continuous Improvement	<ul style="list-style-type: none"> <li>• Attends required training, meetings, and education sessions</li> <li>• Demonstrates ongoing improvement in skills and knowledge</li> <li>• Applies updated procedures, products, and practices effectively</li> </ul>
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to <b>Growing Together: Our People. Our Culture. Our Future.</b>	<ul style="list-style-type: none"> <li>• Consistently demonstrates behaviours aligned to REDHS values in daily practice</li> <li>• Treats consumers, colleagues and community members with respect, fairness and professionalism</li> <li>• Takes personal accountability for actions, follows through on commitments and raises concerns appropriately</li> <li>• Contributes positively to team culture and psychological safety</li> <li>• Participates in engagement, learning and improvement activities that strengthen service quality and sustainability</li> <li>• Uses organisational resources responsibly and supports environmentally and financially sustainable practices</li> </ul>

### Key Relationships

Internal Relationships
<p><b>Environmental Services / Catering Team Leader</b> – Direct supervision, guidance, and performance management</p> <p><b>Catering Team Members</b> – Coordination of food preparation, service, and kitchen duties</p> <p><b>Cleaning / Environmental Services Staff</b> – Collaboration on cleaning duties and shared responsibilities</p> <p><b>Nursing Staff</b> – Coordination around patient care areas, meal delivery, and cleaning schedules</p> <p><b>Allied Health Professionals</b> – Supporting patient care environments and responding to needs where required</p> <p><b>Maintenance Staff</b> – Reporting faulty equipment, hazards, or facility issues</p>

<b>Infection Control Team</b> – Adhering to hygiene, cleaning, and infection prevention standards
<b>Administration Staff</b> – General communication and operational support as required
<b>External Relationships (Community, Industry etc)</b>
<b>Patients / Residents / Clients</b> – Providing meals, maintaining clean environments, and supporting comfort and wellbeing
<b>Visitors / Families</b> – Delivering courteous service and maintaining a welcoming environment
<b>Suppliers / Delivery Personnel</b> – Assisting with receipt of goods and stock handling
<b>Contractors (if applicable)</b> – Coordinating access to areas for cleaning, maintenance, or service work

### Key Selection Criteria & Capabilities

<b>Key Selection Criteria</b>
<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Food Safety Certificate HLTFS001</li> </ul>
<b>Essential Registrations</b>
<ul style="list-style-type: none"> <li>• To be physically fit to undertake the duties of the position</li> <li>• Current National Criminal History Check and Working with Children Check</li> <li>• Current Influenza vaccination (FluVax)</li> </ul>
<b>Technical and Professional Capabilities</b>
<ul style="list-style-type: none"> <li>• A reasonable knowledge of cleaning standards for a health service</li> <li>• A good knowledge of safe food handling</li> <li>• A good knowledge of safe working practices</li> <li>• Knowledge of basic garment care and laundry process</li> </ul>
<b>Personal &amp; Leadership Capabilities</b>
<ul style="list-style-type: none"> <li>• Knowledge of basic garment care</li> <li>• The ability to work in a harmonious multi-function team</li> <li>• Ability to cope with some heavy lifting</li> <li>• Reasonable communication skill</li> </ul>

### Growing Together – Our People. Our Culture, Our Future.

<b>REDHS Values and Behaviours</b>	
Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.	
<b>R</b>	<b>Reliability</b> We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
<b>E</b>	<b>Engagement</b> We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
<b>D</b>	<b>Diversity</b> We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
<b>H</b>	<b>Hospitality</b> We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.

<b>S</b>	<h2 style="margin: 0;">Sustainability</h2> <p style="margin: 0;">We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.</p>
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### Employment Obligations

<b>Employment Principles</b>
<p>REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:</p> <ul style="list-style-type: none"> <li>• Employment decisions are based on merit and employees are treated fairly and reasonably</li> <li>• Employees have a reasonable avenue of redress against unfair or unreasonable treatment</li> <li>• Equal employment opportunity is provided</li> <li>• Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006</li> </ul>
<b>Professional Conduct and Organisational Compliance</b>
<p>Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.</p>
<b>Personal Centred Care</b>
<p>All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.</p>
<b>Work Health Safety &amp; Risk</b>
<p>All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.</p>
<b>Clinical Practise Requirements (Clinical roles)</b>
<p>Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.</p>
<b>Employment Conditions</b>
<p>Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working with Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.</p>

### Additional Requirements

<b>Position Review</b>
<ul style="list-style-type: none"> <li>• This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee.</li> <li>• Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working with Children Check and, where applicable, an NDIS Worker Screening Check.</li> <li>• This document outlines the general duties and responsibilities of the role and is not exhaustive.</li> <li>• An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.</li> </ul>

**Acceptance of the Position**

This Position Description:

- Is to be read in conjunction with the employee's Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct.
- May be amended from time to time in consultation with the employee.
- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive.

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.

**Name**

**Date**

**Signature**