

Position Description – Village Services Officer

Core Detail

Title	Village Services Officer
Role	Responsible for emergency response and the delivery of village services to afford residents quality lifestyle, safety, peace of mind and assistance with daily living while enabling residents to be as independent as possible. Emergency response co-ordination will generally include coverage outside business hours overnight and weekends. The role may be inclusive of cleaning services, food services and support with daily living tasks that will vary depending on service/shift requirement.

Position Parameters

Employment	Permanent part-time
Reporting to	Village Manager
Salary and Condition	As per Aged Care Award 2010
Location	TriCare Retirement Community (Village)

Detailed Description of the Position

Emergency Response	<ul style="list-style-type: none"> • Ensure the expedient and efficient co-ordination of solutions to emergency situations which may arise in accordance with TriCare Emergency Response Procedures. • Provide general first aid to residents/staff/visitors if required (does not include medical or nursing). If a person requires more than general first aid care, an ambulance or doctor must be called. Seek direction from Village Manager or Registered Nurse where applicable. • Ensure all emergencies, incidents and accidents are reported. • Ensure that all communication equipment (emergency call system, pager, mobile phone) is fully operational and pager, phone and master key is maintained with person at all times. • Maintain knowledge of the location and use of first aid equipment, emergency and disaster management equipment and procedures, evacuation routes, essential services switchboards and stop valves, resident personal details forms and emergency contacts.
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	<ul style="list-style-type: none"> • If solely responsible for emergency response co-ordination remain on the premises for the duration of the shift, never leaving the village unattended. • Maintain security procedures including locking doors, windows etc. overnight. • Ensure all plant and equipment such as air conditioning, fans and lights are operated in accordance with village practice (i.e. turned off at night).
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Cleaning Service	<ul style="list-style-type: none"> • Cleaning of community area lounges, social and activity areas including fixtures, fittings and furnishings. • Cleaning of kitchenettes, bathrooms and laundries. • Cleaning of entrances, corridors, stairs and lifts. • Cleaning reception, office and staff areas. • Cleaning of service areas such as store and cleaners room. • Restocking of bathroom supplies such as soap, paper towel and toilet rolls. • Removal of waste to collection areas. • Window and door cleaning including tracks and screens. • Apartment/unit cleaning including floors, bathrooms, kitchenettes, balconies and patios. • Changing linen and bed making. • Cleaning vacant units following reinstatement, during marketing and pre-settlement.
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Linen & Laundry Service	<ul style="list-style-type: none"> • Distribution of linen to Serviced Apartments. • Laundering of linen and/or resident personal laundry. • Sorting and restocking of linen.
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Food Service	<ul style="list-style-type: none"> • Responsibilities are to provide assistance with the meal preparation, meal service and cleaning under direction of the Food Services Team. • Perform/assist in the service of meals according to set times including dining room service, clearing and clean-up following service. • Assist with the preparation and presentation of meals. • Ensure that all foods are handled according to TriCare Food Safety Program and compliant with HACCP guidelines and food safety legislation.
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	<ul style="list-style-type: none"> • Deliver meals to resident apartments and units. • Distribution of breakfast supplies to residents. • Adhere to resident special dietary requirements, report on dietary issues and concerns. • Complete reporting requirements in accordance with TriCare systems including Food Safety Program. • Undertake kitchen and dining room cleaning in accordance with programs, maintaining the highest standard of hygiene, cleanliness and tidiness. • Ensure all catering equipment is cleaned and maintained after each use and/or in accordance with schedules. • Perform all cleaning tasks required after meal service is complete including clearing and resetting tables, washing up, waste removal etc.
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Daily Living Assistance	<ul style="list-style-type: none"> • Provide residents with assistance to undertake daily living tasks under the direction of the Village Manager. • Assist with social and lifestyle activities. • Ensure resident choice is respected, assistance provided is in accordance with management approved services and all services are reported for cost recovery 'user pays'. • Report to the Village Manager any concerns with residents health and/or increased support needs.
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Other Considerations	<ul style="list-style-type: none"> • Ensure hygiene and infection control guidelines are maintained at all times. • Ensure the correct and safe use of resources including chemicals, consumables and equipment. • Ensure all equipment is safe and in a good serviceable condition and reporting any malfunctions or concern immediately to the Village Manager. • Is punctual with established work flows and procedures. • Observation of discretion, privacy and honesty at all times. Ensure that confidential information is handled in accordance with TriCare policies including reporting items of concern to the Village Manager. • Participates in maintaining TriCare's security procedures. • Ability to undertake administrative tasks including communication book, file notes, record keeping and office support tasks as set by the Village Manager. • Participates positively and pro-actively in team environment including participation in team meetings, promotes and
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implements team decisions and takes initiative to assist others in the team.

- Participate in ongoing training and development.

Skills and Knowledge

- Ability to respond in a calm and effective manner in emergency situations.
- Customer service and communication skills.
- Cleaning skills and sound knowledge of cleaning workflow.
- General knowledge of catering operations including meal preparation, service and kitchen hygiene.
- Training or knowledge in Safe Food Handling.
- Knowledge of chemicals and cleaning equipment operation and associated safety precautions.
- Knowledge of workplace safety.

Personal/Other Attributes

- Commitment to high standards and attention to detail.
- Ability to participate actively within a team.
- Empathy in all dealings with residents, relatives and visitors.
- Ability to undertake work with limited supervision.
- Able to accept accountability and responsibility.

Experience

- Current First Aid Certificate (or willing to obtain prior to commencement).
- Minimum 2 years' experience in a service-based industry.
- Open Drivers Licence for driving golf buggy (if applicable).

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

Performance Measures

Performance Appraisal/Quality Performance Improvement Review (QPIR).