



POSITION DESCRIPTION

Position Title: Environmental Services Worker

Job Purpose:

The Environmental Services Worker is responsible for ensuring a high standard of room servicing, general cleaning and laundry are maintained throughout Edgarley Assisted Living.

The position reports to the Environmental Services Team Leader.

Organisational Values:

Staff are expected to work with the values in mind at all times

PEOPLE	Integrity, respect and humility
RESIDENTS	Empathy, care, respect, acknowledgement, cultural awareness and diversity
PERFORMANCE	Diligent, effective caring, quality
TEAMWORK	Purposeful, integrated, focused, united
CARE	Compassionate, inclusive, proactive, effective
COMMUNITY	To be judged in a positive light and relevant to the community

Privacy and Confidentiality:

It is vital that every member of staff maintain strict confidentiality of all matters relating to the residents and the facility.

Duties:

Duties and Responsibilities include, but are not limited to the description below.

Cleaning:

- Maintain high standards of hygiene and cleanliness in:
 - Resident’s rooms
 - Bathrooms and toilets
 - Community and public areas
 - Kitchenettes
 - Cleaning and storerooms
 - Staff offices and meeting rooms
- Correct and safe handling of all cleaning equipment and chemicals
- Safe handling of all linen and personal clothing
- Placing appropriate warning signs in areas being cleaned

- Complete Maintenance or Hazard forms to report damaged or faulty equipment to the Maintenance Officer
- Complete the Pest Sighting form and report to the Maintenance Officer
- Sign all cleaning schedules daily
- Take all fridges temperature daily and record it in the appropriate form
- Sweep hard floors before mopping
- Other duties as directed by management
- Take part in professional development as needed and directed
- Follow best practices to ensure infection prevention and control
- Maintain the cleaning rooms and cleaning trolleys clean and tidy

Laundry:

- Transport of soiled clothing to laundry
- Sort of soiled personal clothing and preparation for washing
- Correctly operate commercial and domestic washing and drying equipment
- Fold and iron clean laundry and return to residents
- Label clothing
- Correct and safe handling of all laundry chemicals
- Maintain a clean and safe environment in the laundry area
- Complete Maintenance or Hazard forms to report damaged or faulty equipment to the Maintenance Officer
- Complete the Pest Sighting form and report to the Maintenance Officer
- Sign all laundry schedules daily
- Follow best practices to ensure infection prevention and control
- Other duties as directed by management
- Take part in professional development as needed and directed

Mandatory Experience and Attributes:

- Maintain current Police check
- Demonstrated commitment to quality service and customer satisfaction
- Commitment to maintaining resident privacy and confidentiality
- Ability to communicate professionally and respectfully to with all people
- Commitment to work as part of a team environment and actively promote teamwork
- Good time management skills
- Ability to comprehend and understand written and verbal instructions
- Numeracy and literacy skills

- Good observation skills and attention to detail
- Ability to think methodically
- Ability to understand Material Safety Data Sheets and safely use cleaning chemicals
- Ability to work without supervision
- Ability to follow health and safety procedures
- Commitment to upskilling and education and/or training
- Basic computer literacy
- Basic knowledge of Microsoft Office

Desirable Attributes and Experience:

- Understanding of the Charter of Resident's Rights and Responsibilities in Aged Care
- Understanding of person-centred care

Performance Review

- Performance will be managed with an annual review
- Agreed set of goal

Key Performance Indicators

Key Result Areas	Key Activities	Standard Measures
Edgarley Values	<ul style="list-style-type: none"> • Demonstrate and uphold the values of Edgarley Assisted Living • Ensure that the values of EAL are incorporated into daily practices in relation to all activities. 	<ul style="list-style-type: none"> • Be compassionate and provide support to staff and customers. • Consistently shows respect and values each person's dignity. • Seeks opportunities to be innovative for improvement. • Is accountable for a high standard of care. • Communicates and operates openly and honestly as an effective team member.
Communication	<ul style="list-style-type: none"> • Communicates openly and honestly as an effective team member • Maintains strong communication links with all support services to provide optimal resident care • Demonstrates awareness of the facility needs within the broader Edgarley context • Restricts discussion of resident information to ensure confidentiality • Evidence of cultural awareness with appropriate communication • Approaches conflict openly using a problem-solving approach 	<ul style="list-style-type: none"> • Promotes behaviours that reflect the Edgarley values and resolve conflict as required • Contributes to facility operation through participation in staff meetings • Establishes effective and appropriate patterns of communication with residents, families, colleagues and management
Customer Services	<ul style="list-style-type: none"> • Delivery of effective and efficient housekeeping and laundry services • Effective housekeeping routines delivering high standard cleaning throughout the facility. • Effective laundry routines delivering high standard laundry service for the residents. 	<ul style="list-style-type: none"> • No infection outbreaks attributed to poor cleaning or laundry function. • No complaints regarding cleaning and laundry services. • Cleaning schedules are completed and signed. • All equipment is appropriately utilised.
General Domestic Duties Throughout The Facility	<ul style="list-style-type: none"> • Ensure all resident rooms are cleaned thoroughly as per established routines or as required • Ensure all public toilets and staff areas are cleaned as 	<ul style="list-style-type: none"> • No resident complaints regarding cleanliness • Good feedback on cleanliness from resident survey results

	<ul style="list-style-type: none"> per schedules Paper products are at an adequate level in staff, public and resident facilities Ensure duties lists are accurate and up to date High standard of cleaning in the duties performed Participate in reviews of routines and work practices Compliance with EAL policies and procedures 	<ul style="list-style-type: none"> No adverse feedback on the cleanliness of the facility through resident forums, resident/family/ visitors Cleaning performed as per schedule, and documentation on cleaning schedules maintained All duties performed as per duties lists Internal audits show little remedial action on cleanliness Adherence to EAL policies and procedures
Laundry Duties for Residents' Clothing	<ul style="list-style-type: none"> Perform basic laundry, ironing, sorting and redistribution of clothing as required Ensure duties lists are accurate and up to date 	<ul style="list-style-type: none"> Minimal resident complaints Accreditation compliance in laundry No identified infection outbreak associated with laundry Duties performed as per duties list
General Laundry Duties	<ul style="list-style-type: none"> Laundry cleaned each day of use and following the designated cleaning schedule for the laundry Laundry equipment cleaned in line with manufacturers instructions Maintenance contacted if there is a problem with machinery Appropriate chemicals used 	<ul style="list-style-type: none"> Cleaning of laundry carried out each day of use Designated laundry cleaning schedule followed No equipment breakdowns due to poor use Appropriate supply of chemicals on hand
Education and Personal Development	<ul style="list-style-type: none"> Willingness to continue to improve your skills and standards Maintain industry requirements for your scope of practice Willingness to suggest further education to be provided 	<ul style="list-style-type: none"> Successfully pass all competency tests and assignments Full (100%) attendance at all compulsory educational sessions
Quality and Continuous Improvement	<ul style="list-style-type: none"> Commitment to Quality & Continuous Improvement Compliance with Aged Care Accreditation Standards Compliance with EAL policies and procedures 	<ul style="list-style-type: none"> Assistance in preparation of the facilities Accreditation application if required Adherence to EAL policies and procedures
OH&S and Infection Prevention & Control	<ul style="list-style-type: none"> Strictly follow all OH&S and infection control policies, procedures and processes Promote best practice OH&S and infection control in their daily tasks 	<ul style="list-style-type: none"> Reports hazards, near misses and injuries immediately Uses personal protective equipment Comply with risk management policies and procedures and instruction

	<ul style="list-style-type: none">• Ensure there is a safe and hazard-free workplace• Follow all necessary controls if and when required	<ul style="list-style-type: none">• No Workcover claims through inappropriate practices• No accidents/incidents due to poor work practices
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Agreement: I have read, understood and agreed to comply with this job description and key result areas.

Name: _____

Signature: _____ **Date:** ____/____/____

Note: please, enter your initials on each page of this document.