Position Description

Position Title:	Hotel Service Attendant – Grutzner House
Reports to:	Nurse Unit Manager – Grutzner House
Department:	Psychiatric Nursing Home
Directorate:	CNMO, Quality, Mental Health and Wellbeing
Cost centre:	H8802
Code & classification:	Hospital Attendant (KG40)
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2024 - 2028 and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Hotel Service Attendant is responsible for maintaining a clean and homely environment internally and externally, managing resident personal laundry and preparation and delivery of quality food services.

The position amongst others is responsible for promoting GV Health as a quality regional health service provider.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

Food Service

- Liaise with production kitchen concerning menu requirements.
- Receive and store food and other products appropriately.
- Prepare meal service for residents, including breakfast, lunch and tea and morning and afternoon tea.
- Assist with meal service to residents.
- Prepare beverages and special drinks that may be required.
- Ensure the kitchen in maintained in a clean and tidy manner.
- Clean all equipment, fixtures and fittings within the kitchen area.
- Operate the dishwasher and other kitchen equipment.
- Documentation

Environmental Service

- Perform general cleaning duties, including vacuuming and spot cleaning of carpets, dusting, sweeping and mopping floors throughout the facility.
- Maintain and clean beds and curtains (spot clean).
- Clean toilets, showers and pan room.

- Collect and dispose of waste, including infectious waste.
- Clean furniture, fittings, fixtures and equipment.
- Ensure adequate stocks and supplies, including cleaning products, toilet and bathroom products etc.
- Perform general laundry duties, including collecting, sorting, washing, drying, ironing, labelling, dry cleaning, folding and storage of residents' clothing and other personal effects.
- Order and maintain adequate supplies of general linen from the linen service.
- Collect used linen and deliver to the collection point for the linen service.

Personal & Professional Development

- To participate in continuing professional development programs, both internally and externally.
- Takes an active interest in professional development of self-skills and knowledge, and maintains professional skills to an acceptable level.

Other Duties

- Other tasks as defined appropriate by the Nurse Unit Manager and or Line Supervisor.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

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KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- A Food Handler's Certificate.

Essential:

- Experience in food preparation and meal presentation for Aged care consumers
- Experience in cleaning roles related to keeping a work environment clean and free of clutter
- Demonstrable experience in working with an aged care population
- Demonstrated ability to work autonomously and as part of a team

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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process

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ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

CNMO, Quality, Mental Health and Wellbeing	**Hotel Services Attendant – Grutzner House**
Reviewed by:	Nurse Unit Manager – Grutzner House
Issue Date:	October 2026

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: Values and Vision - GV Health

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: Strategic Plan 2024-2026 - GV Health

FOR MORE INFORMATION

Application tips: Application Tips - GV Health
GV Health: https://www.gvhealth.org.au/about/
Child Safety and Wellbeing: Child Safety and Wellbeing - GV Health
Living in Goulburn Valley: Goulburn | Regional Living Victoria
GV Community Connector: Community Connector Program for Businesses