

POSITION DESCRIPTION

Kitchen and Laundry Assistant

Program:	Sacred Heart Community
Reports to:	Catering Coordinator
Supervises:	Nil
Date of Last Review:	January 2025
Classification:	Non-direct Care Aged Care Employee Level 3 Sacred Heart Mission Enterprise Agreement 2023 or subsequent Agreements
Long Service Leave	Pre reform Long Service Leave in accordance with the Health and Allied Services – Private Sector – Victoria Consolidated Award 1998 This role has been deemed ineligible to participate in Scheme

PROGRAM INFORMATION

Sacred Heart Community is a supported residential facility providing a “home for life” for 97 residents with complex clinical and social needs, who require a higher level of daily assistance. The “My Community, My Way” model of support creates empowerment, autonomy and independence for people living with chronic mental and physical health issues and social disadvantage. Our clients extend across the lifespan to include younger adults and aged people.

In addition, we offer diverse lifestyle and health and allied health programs which encourage residents to lead full and active lives through engagement with the local community and the programs offered internally.

PURPOSE OF THE POSITION

To ensure a high standard of food and laundry service is provided to Sacred Heart Community residents in accordance with SHM’s values and complies with food safety, Infection control and other relevant regulations.

KEY RESPONSIBILITIES

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Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)
Catering service	<ul style="list-style-type: none"> • Ensuring the dining experience is welcoming, safe, and comfortable for our residents. • Ensure dining rooms are well presented at all times. • Always aware of individual changes in resident's diet. • Ensure resident individual dietary needs are met. • Ensure compliance with food safety regulations and adhere to these requirements. • Providing a timely service delivery. • Ensure the kitchen and food service areas cleanliness is of high standard at all times. • Ensure paperwork in relation to food safety is correctly maintained. • Manage waste and recycling.
Laundry	<ul style="list-style-type: none"> • The maintenance of an effective laundry service for the residential service. • Processing laundry according to procedures. • Monitoring the condition of residents clothing and notifying management if replacement clothing is required. • Ensure residents laundry is returned in a timely manner. • Ensure residents clothing is returned in a presentable manner. • Resident clothing returned to correct resident. • Ensure all clothing to be labelled with residents' name. • Maintain infection control procedures. • Assist to maintain adequate supplies of linen through Cabrini Linen Services ordering and collection. • Sacred Heart Local linen is processed and returned in a timely manner to the correct person.
Education	<ul style="list-style-type: none"> • Attend all mandatory training and participate in other education that is provided as required. • Ensure food safety practices are maintained. • Ensure that individual knowledge base and skills are maintained. • Identify own gaps in knowledge and seek further education as appropriate

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Professional Development	<ul style="list-style-type: none"> Attend and participate in regular supervision sessions. Undertake all mandatory and core training in a timely manner. Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Health & Safety	SHM staff are required to take reasonable care of their own health and safety and others in the workplace and comply with relevant policies, procedures, and instructions.
Information Security	All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
RISK	All SHM staff are required to consider, identify, and address risk in accordance with the responsibilities of their position.
CQI (Continuous Quality Improvement)	All SHM staff are encouraged to identify quality improvement opportunities and implement and monitor CQI initiatives in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.

MANDATORY REQUIREMENTS

- Current COVID-19 vaccination with evidence of having three doses or a valid medical exemption certificate.
- Eligibility to Work in Australia.
- Current NDIS Worker Screening Check.

QUALIFICATIONS

- Accredited Food-Safety certificate such as HLTFS001, or equivalent.
- Manual Handling Certificate.

KEY SELECTION CRITERIA

- Previous experience working in a Kitchen or Laundry role, aged care sector preferred.
- Working knowledge of Accreditation Standards as they relate to food services and laundry services preferred.
- Good interpersonal and communication skills to work effectively in a small team and to also liaise with residents.
- Ability to plan and manage time efficiently.

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- Able to take direction and work autonomously.
- Strong alignment with the values of Sacred Heart Mission.

VISION, PURPOSE AND VALUES

Our **vision** is of an inclusive and fair society where people can live a fulfilling life.

Our **purpose** is to end homelessness, deep disadvantage and social exclusion by building people's capacity and promoting fairer and more inclusive communities and service systems.

Our **Values** are:

Welcome

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.
- We show genuine interest in other people.

Community

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.

Kindness

- We make time to understand and support people's individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.
- We listen deeply and never assume that we know what is best for others.

Integrity

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.

Courage

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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