



cultura.

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Position Description:
Hotel Services Officer

Position title	Hotel Services Officer
Job type	Casual / Part time
Hours of work	Varies – 7-day roster
Reports to	Manager Hotel Services
Location	Cultura – Residential
Department	Residential
Direct reports	N/A
Budget	N/A
Agreement/Award	Multicultural Aged Care Services Geelong INC Enterprise Agreement 2022
PD date	September 2024

Cultura

Cultura is the new organisation resulting from the merger of Geelong Ethnic Communities Council (trading as Diversitat) and Multicultural Aged Care Services Geelong (MACS).

Our Purpose: Provide innovative services to support, care for and celebrate culturally diverse individuals through their life journey

Our Vision: Empowering diverse individuals and communities to reach their full potential

Our Values: Inclusion Integrity Sustainability Kindness

MACS and Diversitat have been serving the Geelong community for more than 40 years with a focus on our multicultural communities. As the new entity, Cultura operates across various sites delivering a range of services including residential aged care, home care and aged support services, settlement, training and education, financial counselling and disability support. We also operate a range of social enterprises including The Pulse community radio and various community events including the popular Pako Festa.

Our aim is to empower individuals and communities to reach their full potential and we aspire to provide an innovative and high-quality response to the changing needs of a culturally diverse community. Every day we act and behave according to our values, with our communities, clients, residents and consumers, and with each other. These values are a key part of our identity and are what brings us to work together successfully.

Cultura has around 400 staff, 300 volunteers and an annual operating budget of \$42 million.

Position summary

The Hotel Services Officer reports directly to the Manager Hotel Services and may be required to work in any of Cultura's food services preparation and service areas and complete day-to-day cleaning and/or laundry duties.

Interaction with residents and their families is a vital part of the role, and team members must have sound communication skills and the ability to work under limited supervision as part of a team or individually. The Hotel Services Officer is responsible for prioritizing their own workload within established routines and procedures, including following Cultura's food safety plan, completing routine documentation and monitoring dietary requirements of residents.

Duties

- Communicate with residents to ensure their needs and requirements are met
- Assist with, or complete, residents' laundry
- Complete routine and periodic cleaning and laundry tasks
- Adhere to dietary requirements for all residents and understand their preferences and choices when providing meal service and housekeeping
- Prepare vegetables, meals, snacks and fluids
- Serve meals and snacks to residents
- Set, prepare, clear and clean tables for resident meals
- Complete dishwashing tasks
- Maintain hygiene and cleanliness of areas under responsibility
- Receive, record and correctly store of food and kitchen supplies
- Other duties as directed

Qualifications and experience

Essential

- Excellent communication skills
- Basic food handling skills and understanding of hotel services requirements
- Understand and follow food safety regulations and food safety plan
- Effective time management and ability to follow procedures
- Willingness to contribute as a team member to the creation and maintenance of a friendly and warm living environment for all Cultura's residents and families

Desirable

- Hold a current 'Food Handler' certificate
- Have an understanding of the migrant experience, with empathy and sensitivity to the needs of the elderly from different cultural backgrounds
- Languages other than English will be highly regarded
- Have a current Victorian driver license

Other Terms and Conditions of Employment:

- Staff will comply with Cultura OHS policies and procedures including the requirement to take reasonable care for their own health and safety and that of other people who may be affected by their conduct. Workplace incidents and injuries are to be reported to a nominated OHS representative and staff are encouraged to raise health and safety concerns in accordance with policy and procedure.

- Employment is subject to the satisfactory completion of a Police Record Check, NDIS Worker Screening Check, Victorian Employee Working with Children's Check, Work Rights Check, Medical Check and providing evidence of sufficient COVID 19 vaccinations. Cultura will pay for the costs associated with Police Record Check, NDIS Worker Screening Check, Victorian Employee Working with Children's Check and Medical Check.
- Staff are responsible and will be held accountable for their continuing compliance with our Mandatory Reporting – Child Protection policy. It is expected that staff will maintain contemporary knowledge of the policy and enact the policy at all times. Staff have a responsibility to raise any concerns they have about child safety to their direct manager or a senior manager immediately.

Child Safety

Cultura is committed to the safety and wellbeing of all children and young people. Cultura has zero tolerance for child abuse. Cultura is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and linguistically diverse backgrounds, children who identify as part of the LGBTI Community as well as the safety of children with a disability. Every person involved at Cultura has a responsibility to understand the important and specific role they play individually and collectively to ensure the wellbeing and safety of all children and young people.

Inclusion and Diversity

Cultura is committed to supporting Indigenous Australians, culturally diverse candidates and candidates with a disability gain employment and develop their careers with us. If you would like further information about this role, please feel free to contact us. We encourage you to apply.

Expected Behaviors

- acts in accordance with the Cultura code of conduct, and is committed to the Cultura vision, purpose and values;
- acts in accordance with health and safety policy and management system;
- actively promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities;
- demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers;
- acts in a manner consistent with Cultura policies, including by valuing diversity, inclusion, equal opportunity, privacy and confidentiality;
- demonstrates teamwork and collaboration and positively contributes to group activities;
- acts with agility, leading to innovation and continuous improvement;
- successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery;
- provides evidence of relevant immunisation status, such as serological immunity or vaccination history, as required for the inherent requirements of the role;
- performs duties within scope of practice for the role, and according to the applicable credentials including qualifications, registrations and professional competencies;
- maintains current and valid credentials in accordance with relevant legislation and industry requirements.

Acceptance of offer

I understand the role, responsibilities and outcomes required to successfully meet the requirements of this position and I accept this Position Description.

Name	
Signature	
Date:	

Please return a signed copy of this Position Description to People and Culture, prior to commencing the role.

