

Domestic Services Assistant

DEPARTMENT: Hotel Services

RESPONSIBLE TO: Hotel Services Coordinator

The Role:

This position is responsible for committing to the Cleaning procedures at MTHCS Service Centres including early years. The individual will have excellent interpersonal skills and will work alongside other staff to ensure MTHCS client needs are met and deadlines achieved. This role also requires the incumbent to have an approachable manner and excellent problem solving skills. Flexibility and developed time management skills are imperative.

Key responsibilities:

- To ensure all staff comply with regulatory requirements of relevance and MTHCS policies and procedures.
- Support systems that provide safe, high quality care that increases patient experience and patient centred care.
- To comply with MTHCS Employee Code of Conduct.
- To ensure that MTHCS Infection Control guidelines are fully implemented
- Demonstrate awareness and understanding of diversity and culture
- MTHCS has a responsibility to maintain current policy; it is the responsibility of all staff to be aware of current policy.
- To maintain cleaning services which meet all of the requirements of the Cleaning Standards for Victorian Public Hospitals and MTHCS policies and procedures.
- To ensure that MTHCS Infection Control guidelines and surveillance activities are fully implemented for cleaning services.
- To ensure that work practices are efficient and cost effective, and that all resources are utilised to the optimum capacity.
- To work in collaboration with the Head Cleaner in developing improved processes and work practices.
- To participate in the internal and external accreditation audit programmes, ensuring records and work practices are always in compliance with MTHCS procedures and the Cleaning Standards for Victorian Public Hospitals.
- To communicate positively and professionally with all employees of MTHCS, and represent MTHCS to external agencies appropriately.
- To participate in MTHCS training programmes of relevance.
- To actively participate in the annual performance appraisal process.
- To participate in the prompt and effective resolution of incident reports and corrective action requests related to cleaning services.
- To comply with MTHCS Employee Code of Conduct.
- Other duties as directed.

PD No: 81	PD Authorised by: Community Care Team Leader	Issue Date: 02.01.2025	Version: 4
Prompt Doc No: MTH0119114			Page 1 of 4
Version Number: 9.0	Reviewed by: CEO & Directors		Last Reviewed: 13/10//2025
UNCONTROLLED WHEN DOWNLOADED	Authorised by: Chief Executive Officer		Next Review Due: 13/10/2028

Key Selection Criteria:

Essential:

- Good communication skills.
- Developed interpersonal skills.
- Demonstrated time management skills.
- Demonstrated problem solving abilities.
- Ability to collate data and report changes.
- Proven ability to apply high ethical standards, and represent MTHCS in a professional manner.

Desirable:

- Previous experience in cleaning.
- Knowledge of cleaning chemicals and handling.
- Knowledge of the Cleaning Standards for Victorian Public Hospitals or working towards.

Our Vision

Leading our communities to excellence in integrated health and MTHCS

Our Mission

To provide people of all ages with access to quality, person-centred care in the Mallee.

Our Philosophy

Equitable and timely access to innovative models of care, supported by a local workforce that is engaged with the community.

Our Services

Mallee Track Health and Community Service is a multipurpose service (MPS) for all Mallee Track Communities encompassing a total area of 18,000 square kilometres. The health services include General Practice Clinics and Urgent Care at Ouyen and Sea Lake, Acute and Sub-Acute inpatient and outpatient services at Ouyen and Sea Lake, Community Aged Care and Residential Aged Care at Ouyen and Sea Lake. The community services include Allied Health, Delivered Meals, Community Transport, Social Support and Leisure and Lifestyle activities for Ouyen and Sea Lake as well as Early Years education and care for Ouyen, Sea Lake, Underbool, Murrayville and Manangatang. Community development activities include Rural Outreach and Neighbourhood Houses.

PD No: 81	PD Authorised by: Community Care Team Leader	Issue Date: 02.01.2025	Version: 4
Prompt Doc No: MTH0119114			Page 2 of 4
Version Number: 9.0	Reviewed by: CEO & Directors		Last Reviewed: 13/10//2025
UNCONTROLLED WHEN DOWNLOADED	Authorised by: Chief Executive Officer		Next Review Due: 13/10/2028

Our Values



- **Accountability** We define our expectations and are accountable for our actions.
- **Excellence** We set high standards and continually strive to improve on them.
- **Compassion** We treat everyone with care, respect and dignity.
- **Teamwork** We work collaboratively and in the spirit of partnership.
- **Integrity** We endeavour to do the right thing in all circumstances, even if no-one is watching.
- **Transparency** We are open and honest and embrace positive change.

Public Sector Values

As a Public Sector organisation, Mallee Track Health and Community Service adheres to the public sector core values. All staff are required to uphold these values.

- **Responsiveness:** Providing frank, impartial and timely advice to the Government; providing high quality services to the Victorian community and identifying and promoting best practice.
- **Integrity:** Being honest, open and transparent in dealings; using powers responsibly; reporting improper conduct; avoiding real or apparent conflicts of interest and striving to earn and sustain public trust of a high level.
- **Impartiality:** Making decisions and providing advice on merit and without bias, caprice, favouritism or self-interest; acting fairly by objectively considering all relevant facts and fair criteria and implementing Government policies and programs equitably.
- **Accountability:** Working to clear objectives in a transparent manner; accepting responsibility for their decisions and actions; seeking to achieve best use of resources and submitting themselves to appropriate scrutiny.
- **Respect:** Treating others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; using their views to improve outcomes on an ongoing basis.
- **Leadership:** Actively implementing, promoting and supporting these values.
- **Human Rights:** Making decisions and providing advice consistent with human rights and actively implementing, promoting and supporting human rights.

Mallee Track Health and Community Service is a smoke free workplace

Child Safe Organisation

Mallee Track Health and Community Service is committed to preventing child abuse, identifying risks early, and removing and reducing these risks.

Occupational Health and Environmental Safety

All MTHCS employees will:

- Ensure that they take reasonable care to protect their own health and safety, and the health and safety of others.
- Agree to abide by all of MTHCS infection prevention and control policies and procedures
- Use any equipment provided for health and safety purposes.
- Obey reasonable instructions given by MTHCS in relation to health and safety at work.
- Help MTHCS meet our duty of care, such as by undertaking hazard inspections.
- Comply with all MTHCS OHS policies and procedures
- Ensure they do not interfere with or misuse anything provided in the interests of health and safety

PD No: 81	PD Authorised by: Community Care Team Leader	Issue Date: 02.01.2025	Version: 4
Prompt Doc No: MTH0119114		Page 3 of 4	
Version Number: 9.0		Reviewed by: CEO & Directors	
UNCONTROLLED WHEN DOWNLOADED		Last Reviewed: 13/10/2025	
		Authorised by: Chief Executive Officer	
		Next Review Due: 13/10/2028	

Section 21 of the Occupational Health & Safety Act 2004, requires an Employer to provide and maintain, so far as is reasonable and practicable, a safe workplace for all employees and ensure that no employee is placed at risk of injury while performing the duties and responsibilities required by their position.

To comply with this obligation, MTHCS requires all candidates/employees to have the mental and physical capacity to safely perform the inherent requirements of the position they are applying for (or have been appointed to).

If a risk is identified and fitness to safely perform the duties of the position needs to be determined, MTHCS with the agreement of the candidate/employee, will arrange an independent medical assessment to determine capacity to safely perform the inherent requirements of the position to minimise the risk of injury or aggravation of any pre-existing condition the candidate/employee may have.

Acknowledgement

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description, the legislative requirements and policies and procedures of the organisation.

Signed: _____ **Date:** ____/____/____
Staff Member

Print Name: _____

Signed: _____ **Date:** ____/____/____
Manager / Executive

Print Name: _____

☐ cc: Personnel File

PD No: 81	PD Authorised by: Community Care Team Leader	Issue Date: 02.01.2025	Version: 4
Prompt Doc No: MTH0119114		Page 4 of 4	
Version Number: 9.0	Reviewed by: CEO & Directors	Last Reviewed: 13/10//2025	
UNCONTROLLED WHEN DOWNLOADED	Authorised by: Chief Executive Officer	Next Review Due: 13/10/2028	