POSITION DESCRIPTION

Position Title:	Environmental -Hospital Service Assistant
Department:	Hotel Services
Location:	War Memorial Hospital
Uniting Purpose:	To inspire people, enliven communities & confront injustice
Uniting Values:	Imaginative, respectful, compassionate, bold

Classification:	Hospital Assistant Grade 2
Vaccination risk category:	A
Award:	War Memorial Hospital (Waverley) (WMH) Health Service Employees Agreement 2016
Employment status:	Full Time-Permanent
Hours:	As required – 7-day roster

Position reports to:	Hotel Services Manager
Position Supervises:	N/A
Key relationships:	Environmental Services Department team members, Food Services Department team members, Hotel Service Manager, Nursing & Allied Health Staff, Hospital Management, Support staff, Elizabeth Hunter Lodge Manager, Maintenance staff, Dialysis team members

POSITION PURPOSE

The Environmental Services role is responsible for the delivery of effective, efficient and safe, cleaning, linen and waste processes across the War Memorial Hospital campus.

POSITION OBJECTIVES

- To provide a high standard of cleaning, linen and waste services in line with infection control procedures and universal precautions within the Environmental Services role

War Memorial Hospital
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125 Birrell Street
Waverley NSW 2024
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- Cleaning & Sanitation: Ensure all areas, including patient rooms, public spaces, and clinical areas, are cleaned and sanitized in accordance with infection control and hospital hygiene standards.
- Compliance & Safety: Adhere to NSW Health guidelines, workplace health and safety regulations, and infection prevention protocols to minimize risks.
- Operational Efficiency: Perform duties efficiently and effectively, following set schedules and prioritizing tasks based on facility needs.
- Waste Management: Handle and dispose of waste, including general, clinical, and hazardous waste, in compliance with regulatory standards.
- Teamwork & Communication: Work collaboratively with other departments, respond to requests promptly, and report any issues or hazards to Managers.
- Customer Service: Maintain a professional and respectful approach when interacting with patients, staff, and visitors.

KEY RESPONSIBILITIES

Financial management & awareness:
- Perform duties demonstrating efficient use of hospital resources
- Supports WMH as a sustainable and environmentally friendly organization

Operational processes:
- To work safely and in accordance with Uniting and NSW Health policies and procedures
- Participate and comply with all Quality Management systems and processes

Environmental Services
- Responsibility for cleaning of assigned areas to required standard
- Provides assistance where required with patient mobility
- Delivery and collection of clean and dirty linen
- Provision of waste management services across the site

Client management & engagement (internal & external stakeholders):
- Provide a high level of customer service within the hospital and retail settings
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders

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People management & teamwork:
- Communicate with Hotel Services Manager regarding issues related to Environmental Services
- Participate in team-based activities as required
- Actively engage and participate in performance management framework and review processes
- Completion of all assigned and mandatory training requirements

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KEY PERFORMANCE INDICATORS

Financial management & awareness:

- Efficient use and care of resources provided
- Identifies opportunities for service improvement or cost efficiencies

Operational processes:

Environmental Services

- To perform designated duties as per shift requirements
- To ensure cleaning audit targets for assigned areas are met
- To ensure Infection Control processes are followed whilst undertaking cleaning tasks and in the delivery and collection of waste streams
- To ensure an adequate supply of linen is provided to service areas

People management & teamwork:

- Patient/Client related issues are communicated to the Hotel Services Manager or Unit based staff
- Issues relating to Environmental Services are reported to the Hotel Services Manager
- Active involvement and engagement in team-based activities and review processes

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Work Health and Safety Requirements:

- Follow policies, procedures and instructions relating to work health and safety that are relevant to the work being undertaken to ensure high quality and safe services in the workplace.
- Take reasonable care for your own health, safety and wellbeing and take reasonable care to ensure that your acts or omissions do not adversely affect the health, safety and wellbeing of others.
- Comply with reasonable instructions that are provided for the safety of you and others at the workplace.

Quality and Safety Requirements:

Staff work within, and are supported by, well-designed systems to deliver safe, high-quality clinical care. Staff are responsible for the safety and quality of their own professional practice, and professional codes of conduct. Staff will:

- Actively take part in the development of an organisational culture that enables, and gives priority to, patient safety and quality
- Actively communicate their profession's commitment to the delivery of safe, high-quality health care
- Model professional conduct that is consistent with a commitment to safety and quality at all times
- Embrace opportunities to learn about safety and quality theory and systems
- Embrace opportunities to take part in the management of clinical services
- Encourage, mentor and guide colleagues in the delivery of safe, high-quality care
- Take part in all aspects of the development, implementation, evaluation and monitoring of governance processes

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PROFESSIONAL SKILLS AND KNOWLEDGE

Skills, Experience & Qualifications:

- Demonstrated experience as a Hospital Assistant or similar position within a Environmental services area
- Demonstrated knowledge and experience of hospital cleaning standards and processes
- Good standard of verbal, written and electronic communication skills with ability to communicate amongst all levels and departments within the hospital
- Demonstrated ability to work well supervised, within a team and also independently following schedules and instructions
- Previous experience or desire to work in an aged care environment
- Ability and availability to work across a 7 day rotating roster
- Awareness of Work Health Safety and Infection Control principles

Employee Name:		Managers Name: Title	
Date:		Date:	
Signature:		Signature:	

JOB DEMANDS CHECKLIST

Job Title: Hospital Assistant
Service/Unit: War Memorial Hospital
Department: Hotel Services
Manager/Supervisor: Hotel Services Manager
Assessor: Hotel Services Manager
Date of Assessment: April 2025
Date of Assessment review: April 2026

Definitions:

* Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks		x					
	Standing Remaining standing without moving about to perform tasks				x			
	Walking Floor type: even/uneven/slippery, indoors/outdoors, slopes						x	
	Running Floor type: even/uneven/slippery, indoors/outdoors, slopes							x
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks				x			
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks				x			
	Kneeling Remaining in a kneeling posture to perform tasks			x				
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks			x				
	Crawling Moving by crawling on knees & hands to perform tasks							x
	Leg/ Foot Movement Use of leg and or foot to operate machinery		x					
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding				x			
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg			x			
		Moderate lifting & carrying – 10 – 15kg	X					
		Heavy lifting & carrying – 16kg and above						x
	Reaching Arms fully extended forward or raised above shoulder			x				
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body				x			
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)		x					
	Hand & Arm Movements Repetitive movements of hands & arms				x			
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands			x				
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work		x					
	Driving Operating any motor powered vehicle							x

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen				x		
	Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries				x		
	Smell Use of smell is an integral part of work performance e.g. working with chemicals	x					
	Taste Use of taste is an integral part of work performance e.g. food preparation		x				
	Touch Use of touch is an integral part of work performance				x		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people e.g. emergency or grief situations	x					
	Aggressive & uncooperative people e.g. drug/alcohol, dementia, mental illness	x					
	Unpredictable people e.g. dementia, mental illness and head injuries	x					
	Restraining Involvement in physical containment of patients/clients						x
	Exposure to distressing situations e.g. child abuse, viewing dead/mutilated bodies	x					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust	x					
	Gases Working with explosive or flammable gases requiring precautionary measures	x					
	Fumes Exposure to noxious or toxic fumes						x
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE			x			
	Hazardous substances e.g. dry chemicals, glues						x
	Noise Environmental/background noise necessitates people to raise their voice to be heard	x					
	Inadequate lighting Risk of trips, falls or eyestrain	x					
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						x
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C	x					
	Confined spaces Areas where only one egress (escape route) exists						x
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground		x				
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls	x					
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks	x					
	Biological hazards e.g. exposure to body fluids, bacteria, infectious diseases		x				

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: …….. **Date**: ……./……./20…….

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: ……... **Date:** ……./……./20…...