



**GREAT** OCEAN ROAD  
**HEALTH**

## **SUPPORT SERVICES ASSISTANT (KITCHEN ASSISTANTS)**

**PART TIME OR CASUAL**

**FEBRUARY 2024**

1. Information for Applicants
2. Position Description
3. Employment Application Form
4. Organisational Structure
5. Geographical Location

## INFORMATION FOR APPLICANTS

### SUPPORT SERVICES ASSISTANT – KITCHEN ASSISTANTS

1. Please provide a current **Resume** and prepare a **Cover Letter**. Applicants are also required to address each of the descriptors under the “**Required Education, Training, Knowledge and Experience**” section of the Position Description provided. Examples and descriptions of how you are able to meet these requirements must be provided.
2. Please complete the **Employment Application Form** and forward with your application.
3. Offers of employment will be conditional on relevant organisational pre-employment screening approvals including but not limited to a **Nationally Co-ordinated Criminal History Report**, current **Victorian Employee Working with Children Clearance** and **NDIS Worker Screening Check** (where relevant). **All** associated costs of obtaining all screening requirements are borne by the prospective employee.
4. All prospective employees are required to complete a **Staff Immunisation Pre-employment Questionnaire** and provide documented evidence of current immunisation. Fees associated with obtaining Serology reports are paid for by GORH.

In submitting your application you must be willing to participate in Great Ocean Road Health’s annual immunisation program as per Great Ocean Road Health’s Workplace Immunisation Policy. You understand and acknowledge that a state government public health order, direction and/or regulation may be applicable to the workplace and/or role that you are applying for. You acknowledge and agree to comply with any applicable COVID Health Requirement including, but not limited to, providing us with information regarding your COVID vaccination status upon our reasonable request. Evidence of COVID 19 and annual influenza immunisation is a condition of employment at GORH.

5. Salary and allowances will be paid in accordance with the VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2021 – 2025.
6. Position is either casual or permanent part time. Hours of work are rostered, required and mutually agreed.
7. Great Ocean Road Health will pay superannuation in accordance with the *Superannuation Guarantee (Administration) Act 1992* to a nominated Superannuation fund.
8. Great Ocean Road Health provides equal opportunity and fair and equitable treatment in employment to all people without regard to race (including ethnic origin and nationality), colour, religion, gender, age, disability, political affiliation, marital status, actual or assumed physical, intellectual or psychological impairment, family or carer’s responsibilities, sex (including pregnancy and marital responsibilities) sexual orientation.
9. Great Ocean Road Health promotes a workplace that actively seeks to include, welcome and value the unique contributions of all people. GORH encourages applications from Aboriginal and Torres Strait Islander people, people of all religious, cultural and linguistic backgrounds and sexual orientations, those who are gender diverse and people with disabilities.
10. Attach copies of relevant qualifications and Registration Certificates (if applicable) to your application.
11. The names of three professional referees are required including, if possible, your supervisor if you are currently working or a previous supervisor if you are not currently working.
12. For further information please contact Support Services Manager Janet Smartt, [janet.smartt@gorh.vic.gov.au](mailto:janet.smartt@gorh.vic.gov.au)
13. **Applications close 5pm Friday 23<sup>rd</sup> February 2024.**

14. Address applications to  
People & Culture  
Great Ocean Road Health  
PO Box 84  
Apollo Bay VIC 3233 or [people.and.culture@gorh.vic.gov.au](mailto:people.and.culture@gorh.vic.gov.au)

## Position Description

### Support Services Assistant

#### JOB TITLE

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<b>Position</b>	Support Services Assistant
<b>Classification</b>	Food and Domestic Assistant (IN13 > after 3 months IN14)
<b>Award</b>	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2021 – 2025.
<b>Performance Appraisal</b>	Initial review at three (3) months, then annually.

#### GREAT OCEAN ROAD HEALTH

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Great Ocean Road Health is a rural public health service that has campuses at Lorne and Apollo Bay in South West Victoria. Our community members are offered acute hospital beds, residential aged care beds, a renal dialysis unit (Lorne), a 24 hour urgent care service, medical centres, community health care and in-home support services. Great Ocean Road Health was formed in 2019 with the amalgamation of Lorne Community Hospital and Otway Health.

#### OUR VISION

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To create a person-centred, high quality experience for every great ocean road health consumer, every time.

#### OUR PURPOSE

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To provide Great Health Care to enable people to live purposeful, healthy and engaged lives.

#### OUR VALUES

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- ❖ **Genuine:** We are authentic; we do what we say we will do and motivated to extend ourselves in everything we do.
- ❖ **Respect:** We demonstrate integrity in every interaction, and we value the insights of staff, community members and our partners.
- ❖ **Empathy:** We listen to our staff, patients, residents and community member needs and help them on their journey to enhanced health and wellbeing.
- ❖ **Accountable:** We are accountable for all our actions and decisions - we deliver our strategic priorities in order to fulfil our purpose and best meet our community needs.
- ❖ **Teamwork:** We actively seek opportunities to work together in the spirit of collaboration.

## POSITION BACKGROUND

Great Ocean Road Health's priority is to work with its client base and community to strengthen the community and ensure that people are well supported and able to improve and enhance their wellbeing.

To maintain the facility, ensuring a high standard of food safety, cleanliness, hygiene and safety at all times according to standards.

## KEY RESPONSIBILITIES

### RESPONSIBILITY AREA 1: Organisational Responsibilities

ROLE SPECIFIC TASKS	MEASURES
<p>Organisation Culture</p> <ul style="list-style-type: none"> <li>▪ To understand and adopt GORH values in all areas of responsibility with attention to consumer focus, teamwork and community orientation.</li> <li>▪ GORH strongly supports Equal Opportunity and Access to Services, and expects all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious, sexual diversity and orientation.</li> </ul>	<ul style="list-style-type: none"> <li>▪ GORH values are demonstrated by the individual and assessed in performance reviews.</li> </ul>
<p>Occupational Health and Safety</p> <ul style="list-style-type: none"> <li>▪ Proactively take responsibility for your own health and safety and for the health and safety of anyone else who may be affected by our acts or omissions in the workplace.</li> <li>▪ Understand and proactively work within Occupational Health and Safety Acts, regulations and codes of practice.</li> <li>▪ Minimise exposure to incidents of infection/cross-infection of patients, residents, staff, visitors and the general public by adhering to the organisation's Infection Control policies and procedures, including compliance with GORH vaccination program</li> </ul>	<ul style="list-style-type: none"> <li>▪ Level of compliance as determined through health and safety audits.</li> <li>▪ Action taken to identify and report unsafe acts or hazards.</li> <li>▪ Timeliness and effectiveness of corrective action.</li> <li>▪ Demonstrated use of incident management system.</li> <li>▪ Completion of required mandatory training and education.</li> </ul>
<p>Risk Management</p> <ul style="list-style-type: none"> <li>▪ Ensure effective and timely risk identification, assessment, control and issue resolution processes are maintained.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Awareness of risk management responsibilities.</li> <li>▪ Evidence of issues identified and reported.</li> </ul>
<p>Management and Control</p> <ul style="list-style-type: none"> <li>▪ Ensure all activities are within the approved policies, legal and ethical framework of the organisation.</li> <li>▪ Understand and take responsibility to work within the delegations of authority.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidenced by relevant audits.</li> <li>▪ Reviewed in annual performance review.</li> </ul>
<p>Safety &amp; Quality</p> <ul style="list-style-type: none"> <li>▪ Report incidents on the incident reporting system.</li> <li>▪ Lead or participate in quality activities in ensuring that opportunities for improvement are actively explored and best practice is achieved.</li> <li>▪ Understand the quality standards and accreditation requirements relevant to the role and ensure systems and processes are consistent.</li> <li>▪ Partner with patients, carers and other consumers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of incident reporting.</li> <li>▪ Evidence of initiation of and participation in relevant quality activities.</li> <li>▪ Adherence to the relevant Standards.</li> <li>▪ Demonstrated consumer focus of quality activities.</li> <li>▪ Outcomes of all quality activities are recorded on the Quality Activity Register.</li> </ul>

in activities to improve the safety and quality of care.	
<b>Professional Development</b> <ul style="list-style-type: none"> <li>▪ Ensure skills are up to date and in accordance with best practice guidelines.</li> <li>▪ Keep up to date with changes in Policies and Procedures.</li> <li>▪ Ensure all mandatory LMS training is undertaken within all required timeframes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrated participation in the training/education of less experienced staff, undergraduate students and other professionals.</li> <li>▪ Evidence of the identification of training and development needs and appropriate action being taken to address gaps in skills and/or knowledge.</li> </ul>
<b>Child Safe</b> <ul style="list-style-type: none"> <li>▪ Demonstrate an understanding of Child Safe Standards and comply with the Great Ocean Road Health Child Safe – Code of Conduct.</li> <li>▪ A current Working with Children Check may be required for Great Ocean Road Health Employees</li> </ul>	<ul style="list-style-type: none"> <li>▪ Signed GORH Child Safe Code of Conduct.</li> <li>▪ Assessed in performance review.</li> </ul>
<b>National Criminal History Check</b> <ul style="list-style-type: none"> <li>▪ A current National Criminal History Check is required for Great Ocean Road Health Employees.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Current criminal history check</li> </ul>
<b>COVID – 19 Immunisation</b> <ul style="list-style-type: none"> <li>▪ COVID -19 immunisation is a condition of employment in Aged Care Facilities and for authorised workers during a State of Emergency.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of COVID – 19 Vaccination</li> </ul>
<b>General Statement of Duties</b> <ul style="list-style-type: none"> <li>▪ Perform the inherent responsibilities of the position and other related duties as directed and assigned to you, having regard to your skills, qualifications, training and experience, to contribute to meeting client and community needs and program requirements.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assessed in performance review.</li> </ul>

**RESPONSIBILITY AREA 2: Clinical Practice / Professional Practice**

Great Ocean Road Health strives to deliver the highest level of care possible. To enable this to occur, all personnel need to develop and maintain appropriate professional behaviours in all areas of practice. This covers both clinical and non-clinical workplaces, and is the physical manifestation of the Great Ocean Road Health values.

**Clinical-**

<b>ROLE SPECIFIC TASKS</b>	<b>MEASURES</b>
	<ul style="list-style-type: none"> <li>▪ Not applicable</li> </ul>

**Professional –**

<b>ROLE SPECIFIC TASKS</b>	<b>MEASURES</b>
<ul style="list-style-type: none"> <li>▪ Cleaning of all areas of the organisation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Conduct daily cleaning routine as per schedules.</li> <li>▪ Meet the requirements of the Victorian Cleaning Standards for a health facility 2011.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Maintain a high standard of hygiene and being aware of the importance of cleanliness.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to complete cleaning tasks to a high standard of cleanliness and hygiene</li> </ul>
<ul style="list-style-type: none"> <li>▪ Ensure that all equipment is in a safe condition and is used correctly.</li> </ul>	<ul style="list-style-type: none"> <li>▪ The safe use of chemicals and ensuring that all chemicals used are in correctly labelled containers.</li> <li>▪ Report all equipment faults on Maintenance database and remove faulty equipment from use.</li> <li>▪ Check that all electrical equipment used has been</li> </ul>

	tagged by a licensed electrician.
▪	
▪ Understand and promote Great Ocean Road Health Policies, Protocols and Procedures.	▪ Obtain and complete annual competency. ▪ Maintain food safety compliance as per GORH Food Safety Plan, ANZFA Food Safety Standards and the Food Safety Act 1984.
▪ Attend Annual Performance Appraisal and personal goal setting	▪ Attend meetings as required.
▪ Ensuring own knowledge of emergency procedures is current and be familiar with the location and correct use of emergency equipment.	▪ Attend compulsory training days including regular fire safety, infection control and manual handling sessions and complete the online training as allocated on LMS (Learning Management System).
▪ Complete VHIMS incident reports and notify Manager or RN (after hours) of any urgent situations.	

RESPONSIBILITY AREA 3: **Information Management (inc Communication & Documentation)**

Great Ocean Road Health understands the need for effective communication and rigorous documentation in the delivery of health care. How we manage information within the organisation is crucial for our customers trust, our reputation in the wider community and how they perceive Great Ocean Road Health.

ROLE SPECIFIC TASKS	MEASURES
▪ Ensuring communication with team members is documented in diary for fluent communications.	▪

## SCOPE OF PRACTICE

The Support Services Assistant will be limited to:

- Activities described within the position description
- Other activities as agreed with Line Manager

## ORGANISATION CHART

Reports to: Support Services Manager  
Infrastructure and Facilities Coordinator

Supervises: N/A

External Liaisons: With the authority of the Manager;  
  
Clients, residents, patients and their families/carers

Internal Liaisons: Executive Staff  
Administration Team  
Volunteers  
All Great Ocean Road Health staff

## REQUIRED EDUCATION, TRAINING, KNOWLEDGE AND EXPERIENCE

1. Essential Education: N/A
2. Essential Requirements:
  - Ability to demonstrate that skills, knowledge, qualifications and experience can be met and the ability to undertake the key responsibilities of the position is evident
  - Ability to work in a team environment and work unsupervised and be adjustable to change

- Ability to use initiative
- Ability to work to a schedule in a timely and professional manner
- Have strong organisational and problem solving skills
- Good communication skills.

3. Desirable Skills:

\* Training in Handling Food Safely is preferred.

**PERFORMANCE STANDARDS**

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Evidence of completion of competencies relating to your current role.

**AGREEMENT**

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**Pre-Employment Health Declaration**

**Prior to any person being appointed to this position, it will be required that they disclose full details of any pre-existing injuries or disease suffered, or existing injuries or disease that a person continues to suffer of which they are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment.**

Position Description Approved \_\_\_\_\_ Date \_\_\_\_\_  
 Manager/Director Signature

\_\_\_\_\_  
 Position

*I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position.*

\_\_\_\_\_  
 Employee Signature Date \_\_\_\_\_

\_\_\_\_\_  
 Employee Name (please print)

## EMPLOYMENT APPLICATION FORM

**Position Applied For**

**Title :**

**Personal Details**

**Name :**

**Postal Address :**

**Home Address :**

**Email Address :**

**Telephone No(s) Home**  **Mobile Phone**

**Do you wish to be contacted at work?** Yes  No  **If yes, Work No:**

**Residency Status**

Australian Citizen |  Permanent Resident |  Other: *(specify, including status of work visa)*

Passport Number and Country of Issue .....

Are you Aboriginal or Torres Strait Islander? Yes  No

**Languages Spoken**

**Do you speak languages other than English?** Yes  No  **If yes, specify:** .....

**Police Check**

**Do you have a current police check dated within the last 6 months?** Yes  No

**Have you lived overseas for 12 months or more in the last ten years?** Yes  No

**If yes do you have an International Police Check?** Yes  No



**Current Employment**

Tick if already provided on CV and go to next section

**Employer:** .....

Name and Address: .....

.....

**Position:** .....

**Length of Service:** From ..... To .....

Classification/Grade .....

Period of notice: .....

**Status:** (X)      **Full Time**       **Part Time**       **Permanent**       **Temporary**

**Are any family members or friends currently, or have ever been employed by Great Ocean Road Health (including former Lorne Community Hospital and Otway Health)?**

**Yes**    **No**    **If yes, please state:**

**Position:** .....      **Area of Service:** .....

**Dates employed:** .....

**Pre-Employment Declaration**

Have you received an **Enhanced Resignation Package**? **Yes**    **No**

Have you received a **Voluntary Departure Package** from any Victorian Government public sector department of agency within the last three calendar years?   **Yes**    **No**

Are you presently on **Long Service Leave** from another employer? **Yes**    **No**

Previous Injuries? **Yes**    **No**       WorkCover Claims? **Yes**    **No**

**Educational Qualifications**

Tick if already provided on CV and go to next section

**Qualification Awarded (1):**.....      **Major Study?** .....

**Institution:** .....      **Years of Study (eg 92-95)** .....

**Qualification Awarded (2):** .....      **Major Study?** .....

**Institution:** .....      **Years of Study (eg 92-95)** .....

**Other Completed Course or Subjects:** .....

.....

**NB. Attach additional educational details.**

**Occupational Health & Safety**

- In the interests of providing a safe work environment for all staff, applicants shortlisted for interview with Great Ocean Road Health will be requested to disclose all pre-existing injuries or medical condition which could foreseeably be affected by the nature of employment for which they are applying (as per the Position Description).
- This disclosure will not influence the selection process unless it is clear the pre-existing condition would prevent the applicant from safely carrying out the requirements of the position.
- Applicants are advised to consult their Doctor if they have a pre-existing injury or medical condition and are unsure about its relevance to the position for which they are applying.
- Prior to an offer of employment successful applicants may be required to provide a letter of medical clearance from their Doctor to undertake the position.

**Referees**

Tick if already provided on CV and go to next

(Please provide names of 3 referees who may be contacted in relation to your work history, experience and performance *Reference checks will be conducted legally in an ethical manner and all information derived will remain confidential.*)

Name: ..... Position: .....  
 Employer Name: ..... Telephone No: .....  
 Address: ..... Mobile No: .....  
 .....

**2**

Name: ..... Position: .....  
 Employer Name: ..... Telephone No: .....  
 Address: ..... Mobile No: .....  
 .....

**3**

Name: ..... Position: .....  
 Employer Name: ..... Telephone No: .....  
 Address: ..... Mobile No: .....  
 .....

**Declaration:**

I certify that the statements made by me in this application form and any supporting documentation (eg. resume, academic results, qualifications) are true and complete. I understand that false, inaccurate, misleading or untrue statements or knowingly withheld information may disqualify me from employment, or result in termination of employment with this organisation. I give permission for my nominated referees to be contacted as part of the recruitment process. I understand that, a Nationally Co-ordinated Criminal History Check, and Working with Children Check are a requirement of employment with GORH.

Signature of Applicant :		Date :	
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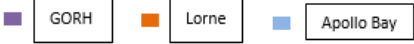
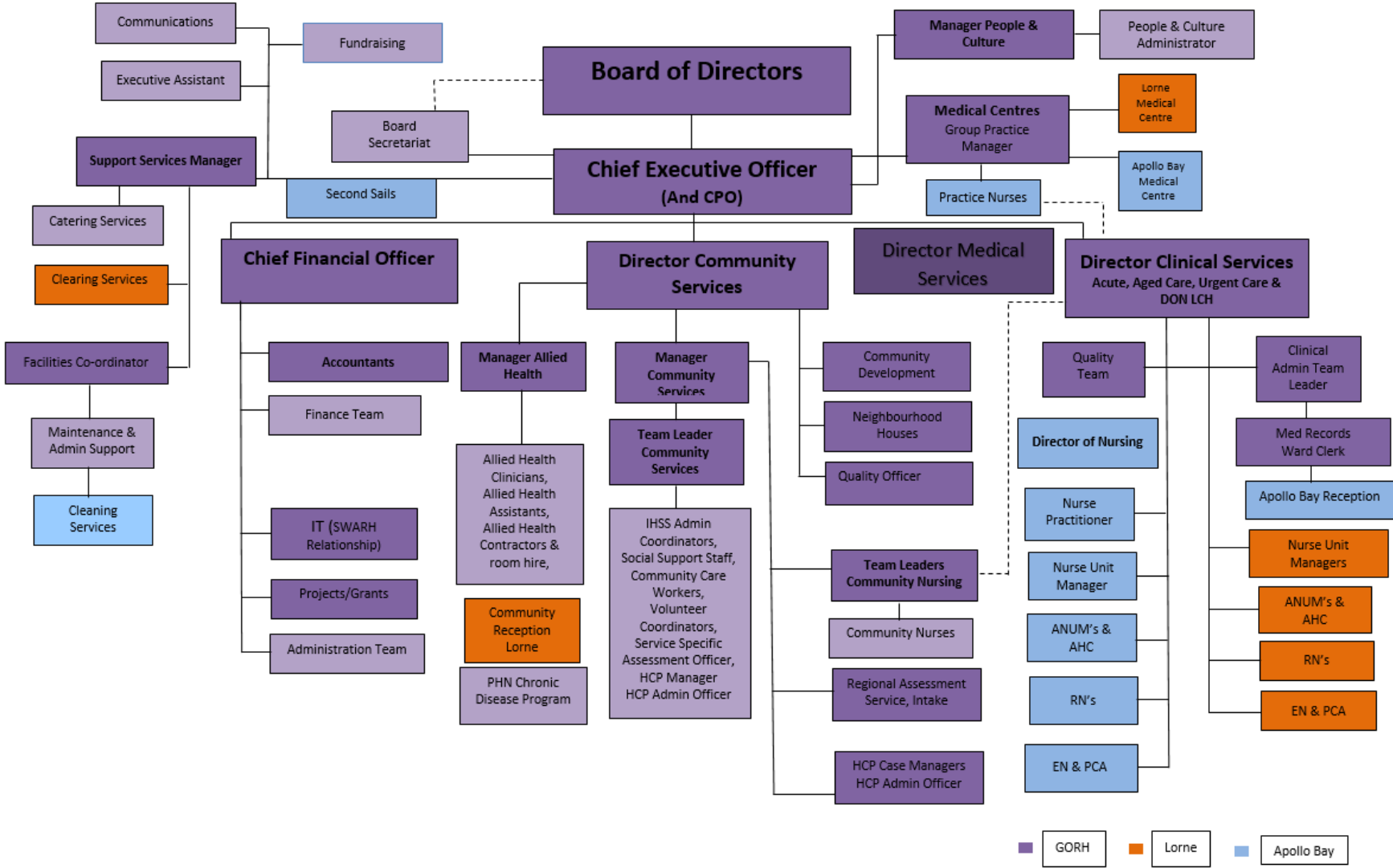
**Privacy Statement**

GORH respects the privacy rights of all applicants. Furthermore, the Board and Management are committed to ensuring that the organisation complies at all times with its obligations under the Information Privacy Act (2000), Health Records Act (2001), and the Commonwealth Privacy Act (1998).

GORH currently holds some information in relation to job applicants. This information includes, but is not limited to: Information relating to the personal details and work history of applicants (such as their home address, date of birth, nationality, residency status, languages spoken, their employment history, their educational qualifications, any illnesses or incapacities relevant to the position) There are a variety of reasons why GORH is required to hold this information. The purpose of the collection of this information includes: Ensuring the recruitment process is fair and equitable; and minimising risk to health, safety and welfare of all employees.

<p><b>Your application should be addressed to :</b></p> <p>People &amp; Culture          Great Ocean Road Health  <a href="mailto:People.and.culture@gorh.vic.gov.au">People.and.culture@gorh.vic.gov.au</a>          PO Box 84          Apollo Bay VIC 3233</p>	<p><b>Internal Use Only :</b></p> <p>Interview                      Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Advised by : .....</p> <p>Date : .....</p> <p>Time : .....</p> <p>Comments : .....</p> <p>.....</p>
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# ORGANISATIONAL STRUCTURE 2023





## Geographical Location

Located along the Great Ocean Road

186km (2hrs 32 mins) from Melbourne

