

Position Description

Position title	Environmental Services Attendant		
Department / Division	Support Services Department		
Classification	HA01 – HA18	Employment Status	Part Time Ongoing
Position reports to	Operational: Supervisor Professional: Manager		
Size of team	FTE 23		
No. of direct & indirect reports	NA		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital	
<p>The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>	
ROLE PURPOSE	
<p>The Environmental Service Assistant is an effective member of the facility who will work with other staff as required to undertake a range of non-clinical cleaning duties which supports the wellbeing of patients, staff and others. The operator is likely to have contact with patients, staff and visitors to the hospital and will demonstrate effective inter-personnel skills and an ability to work cooperatively and flexibly to not disrupt the operation of the work unit.</p>	

KEY ACCOUNTABILITIES

- Maintain nominated areas in a clean state in accordance with the specified work schedules and cleaning systems. Cleaning to include but not limited to floor care, high dusting, damp wiping, spot cleaning (including walls, doors, glass, bathrooms and toilets, vents and equipment), within agreed time frames and in accordance with the cleaning standards for Victorian health facilities
- Remove rubbish and waste, including cytotoxic and clinical waste and sharps containers.
- Clean rooms and equipment in room/s according to Standard Operating Procedures
- Ensure adequate quantities of washroom supplies are available within the areas serviced and that dispensers are restocked have the correct expiry date
- When required participate with cleans and spills to maintain areas of the hospital are in a clean state.
- When required participate with the removal and/or collection of soiled linen.

Transport

- Assist when required with the delivering of items to include but not limited to, pharmaceutical items, scripts and drug charts, medical gas cylinders, products to and from CSSD, medical equipment and general goods and equipment.
- Transfer of waste and linen as required.

Equipment care and management

- Use and maintain any piece of equipment in accordance with manufacturers and or supervisory instructions.
- Cleaning of pool-based equipment
- Maintain equipment in a clean condition.
- Remove any unnecessary equipment / materials that could be potential safety hazards.
- Ensure all electrical equipment is electrical safety tested before delivery and use.
- Report faults and damage to equipment to as appropriate

Unit Support

- Replenish cleaning trolley with consumables at the end of the day for readiness for the next person.
- Maintain an awareness of unit security
- Participate in quality assurance and related programs
- Attend unit and Support Service Department meetings and training as required.

Occupational Health & Safety

- Apply OH&S principles in accordance with the Occupational Health and Safety policies.
- Report accidents, work injuries and potential work hazards with 24 hours of occurrence using appropriate VHIMS reporting.
- Apply recommended techniques and procedures for all lifting, pushing and pulling processes.
- Confidentiality
- Patient and staff confidentiality is to be always maintained.

General

- Participate as an active team member
- Attend development programs as directed
- Use positive methods of communication including being courteous and using active listening.
- It is expected that all staff conduct themselves in a manner, which reflects respect for their colleagues and enhances the effective operation of the team.
- Undertake any other duties as directed within your skill level for which you have been trained.

Compliance and Governance

- Ensure all organisational and Victorian Government policies and procedures are complied with.

RCH Values and Behaviours

- Demonstrate RCH values of unity, integrity, excellence and respect.

Adhere to the RCH code of conduct, policies and procedures, which incorporates RCH's organisational expectations of employees and managers as amended from time to time. This includes but is not limited to, Health and Safety, Quality, Business Continuity, Risk Management Responsibilities and Infection Control.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Knowledge of infection controls principles and procedures
- Reasonable level of verbal and written English
- Basic computer skills

Desirable:

- Previous experience in a hospital setting desirable

KEY SELECTION CRITERIA

- Ability to work independently and as part of a team
- Ability to prioritise competing needs and work flexibility
- Displays a commitment to providing quality service to patients and families
- Displays an awareness of and works to culturally diverse needs of patients and families
- Demonstrated time management and organisational skills
- Good interpersonal skills
- Basic computer skills
- Displays the RCH values of unity, respect integrity and excellence

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children's Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve

- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQ community and people with disability.

INHERENT REQUIREMENTS OF THIS ROLE

There are a number of critical work demands (inherent requirements) that are generic across all positions at The Royal children's Hospital. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Workplace Health & Safety.

Physical Demands		Frequency
Work Hours	This role is typically performed during standard business hours	No
	This role requires shift work, including day, afternoon, night & weekends	Yes
	This role is required to participate in an on-call roster	Yes
Sitting – remaining in a seated position to complete tasks		Rare
Standing – remaining standing without moving about to perform tasks		Frequent
Walking – floor type even, vinyl, carpet		Prolonged/Constant
Lean forward/forward flexion from waist to complete tasks		Occasional
Trunk twisting – turning from the waist to complete tasks		Occasional
Kneeling – remaining in a kneeling position to complete tasks		Rare
Squatting/crouching – adopting these postures to complete tasks		Occasional
Leg/Foot movement – to operate equipment		Frequent
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Occasional
Lifting/Carrying	Light – less than 5 kilos	Frequent
	Moderate – 5-10 kilos	Frequent
	Heavy – 10-20 kilos	Rare
Push/Pull of equipment/furniture		Light forces – less than 10 kilos

	Moderate forces - 10-20 kilos	Occasional
	Heavy forces – over 20 kilos	Occasional
Reaching – arm fully extended forward or raised above shoulder		Occasional
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Occasional
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Occasional
	Gripping. Holding, twisting, clasping with fingers/hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's licence		Not Applicable
Sensory Demands		Choose an item.
Sight – use of sight is integral to most tasks		Prolonged/Constant
Hearing – use of hearing is integral to most tasks		Prolonged/Constant
Touch – use of touch is integral to most tasks		Prolonged/Constant
Psychosocial Demands		Choose an item.
Observation skills – assessing/reviewing in/outpatients		Prolonged/Constant
Problem solving issues associated with clinical and non-clinical care		Prolonged/Constant
Attention to detail		Prolonged/Constant
Working with distressed patients and families		Rare
Dealing with aggressive and uncooperative people		Rare
Dealing with unpredictable behaviour		Occasional
Exposure to distressing situations		Rare

Definitions used to assess frequency of tasks/demands as above	
Prolonged/Constant	71-100% of time in position
Frequent	31-70% of time in position
Occasional	16-30% of time in position
Rare	0-15% of time in position
Not Applicable	

Position description last updated	August 2021
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