



POSITION DESCRIPTION

Position Title: Guest Services Assistant
Position Reports To: Assistant Director of Nursing
Location: Geelong, Victoria
Employment Status: Casual
Organisational Level: Clinical
Direct Reports: N/A

About Anam Cara House Geelong

Anam Cara House Geelong (ACHG) is a not-for-profit organisation. **Our Vision** is that everyone has the opportunity to live with dignity, experience quality of life at end-of-life, and to die well in the place they choose. **Our Purpose** is an empowered and informed community where people make informed choices and they are in control of their own care.

We are committed to offering support to people, their families and carers who are seeking person-centred palliative and end of life care within the Geelong and wider region. Our services include 24 hour end of life care, day and overnight palliative care, community outreach and equipment loan. Care occurs in a unique, home like environment with best practice clinical care including support from trained palliative care volunteers. The focus of person-centred palliative care is on the quality of life, symptom management and comfort.

At ACHG **Our Values** guide us to show Respect, Dignity, Accountability, Compassion and Excellence.

Position Purpose

The position of Guest Services Assistant plays a vital role in providing compassionate and holistic care to guests at Anam Cara House Geelong. This multifaceted position is dedicated to enhancing the quality of life for individuals facing life-limiting illnesses and their families. The primary purpose of this role is to ensure the comfort, cleanliness, and well-being of guests while supporting the overall functioning of the facility.

Key Responsibilities / Accountabilities

General	<ul style="list-style-type: none"> • Personal Care: Provide personal care assistance to guests, including bathing, dressing, grooming, and assistance with mobility, ensuring their dignity and comfort are upheld at all times. • Cleaning and Sanitisation: Maintain a clean, safe, and hygienic environment within guests rooms and common areas, following strict infection control protocols. This includes regular cleaning and disinfection of surfaces and equipment. • Laundry Services: Manage laundry operations, ensuring that guests have access to clean and comfortable bedding, towels, and personal clothing. Maintain an organised system for collecting, laundering, and returning items promptly. • Food Services: Assist with meal preparation and service, as required. Collaborate with the dietary team to ensure that guests' dietary preferences and restrictions are accommodated and provide emotional support during mealtimes. • Emotional Support: Offer compassionate emotional support to guests and their families, fostering a nurturing and empathetic environment during their challenging journey. Be a listening ear and a source of comfort to those in need. • Communication: Maintain open and effective communication with the healthcare team, reporting any changes in a guests condition or needs
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Initial:



	<p>promptly. Collaborate with nurses, doctors, and other healthcare professionals to ensure coordinated care.</p> <ul style="list-style-type: none"> • Documentation: Accurately document care activities, guest interactions, and any pertinent information in guest records, maintaining confidentiality and adhering to hospital policies and procedures. • Guest Support: Ensure guests wishes are respected and their overall comfort and well-being are the top priority. • Teamwork: Collaborate effectively with healthcare professionals, support staff, and volunteers to create a cohesive care team focused on providing the highest quality of care to guests.
Professional competence and development	<ul style="list-style-type: none"> • Continuously seek opportunities for professional development to enhance skills and knowledge in palliative care. • Maintain own professional knowledge and skills through participation and commitment in professional development opportunities. • Complete all mandatory training and education to comply with ACHG and other regulatory bodies.
Compliance & Accreditation	<ul style="list-style-type: none"> • Comply with infection control measures and palliative care guidelines. • Work within the bounds of the National Safety, Quality Health Services Standards, assist the Quality, Safety & Risk Manager in the accreditation program and align practice with standards. • Participation in NDIS Certification processes and align practice with standards. • Participation in the QIC accreditation process and alignment of practice with standards.
Risk Management	<ul style="list-style-type: none"> • Manage risk and ensure formal risk assessments are conducted regularly. • Ensure work aligns with current ACHG policies and procedures
People and Culture	<ul style="list-style-type: none"> • ACHG values and behaviors are embodied throughout the organisation • ACHG values are considered in carrying out all interactions including with guests, team members, consulting clinicians and external agencies • Opportunities for personal development are provided. • Performance is reviewed and feedback provided as part of a regular cycle of activities
Occupational Health & Safety (OH&S)	<ul style="list-style-type: none"> • Comply with all hospital safety regulations. • Participate in best practice and delivery of OH&S and Emergency Management Procedures, encourage staff, guest, volunteers and visitors to be aware of the requirements. • Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives. • Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with the ACHG in any action it considers necessary to maintain a safe working environment which is safe and without risk. • Report and record all incidents, mishaps and losses, investigate and ensure corrective actions are implemented as far as reasonably practical. • Participate in the OH & S committee and contribute to the clinical leadership requirements where applicable.
Equal Opportunity	<ul style="list-style-type: none"> • Provide an environment where team members, volunteers and others are treated fairly and with respect, are free from unlawful discrimination, harassment, vilification, and bullying.
Other	<ul style="list-style-type: none"> • This Position Description may change and duties and responsibilities listed are not exhaustive and may change in accordance with changing requirements of the role.

Key Selection Criteria

Initial:



- **Empathy and Compassion:** Demonstrated ability to provide empathetic and compassionate care to individuals facing life-limiting illnesses and their families, with a deep understanding of the emotional challenges they may experience.
- **Personal Care Skills:** Proficient in providing personal care services, including bathing, dressing, grooming, and mobility assistance, while respecting patients' dignity and preferences.
- **Cleaning and Hygiene:** Proven experience in maintaining a clean and hygienic environment, adhering to infection control protocols, and ensuring the safety and well-being of patients.
- **Laundry Management:** Ability to efficiently manage laundry operations, ensuring patients have access to clean and comfortable bedding, towels, and personal clothing in a timely manner.
- **Food Services Assistance:** Experience in meal preparation and service, with an understanding of dietary restrictions and preferences. Ability to provide emotional support during mealtimes.
- **Communication Skills:** Excellent communication and interpersonal skills, including the ability to communicate effectively with patients, families, and the healthcare team. Accurate documentation of care activities.
- **Teamwork:** Proven ability to work collaboratively as part of a healthcare team, including nurses, doctors, and support staff, to ensure coordinated and holistic care for patients.
- **Safety and Compliance:** Knowledge of and adherence to hospital safety regulations, infection control measures, and palliative care guidelines. Willingness to undergo training and maintain compliance with relevant policies.
- **Patient Advocacy:** A commitment to advocating for patients' needs and preferences, ensuring their wishes are respected, and their comfort and well-being are a top priority.
- **Adaptability and Initiative:** Demonstrated ability to adapt to changing situations, take initiative in addressing patient needs, and seek opportunities for professional development in palliative care.
- **Cultural Sensitivity:** Awareness and respect for cultural diversity and the ability to provide culturally sensitive care, recognizing and accommodating individual cultural preferences and practices.
- **Physical Capacity:** Good physical fitness and stamina to perform tasks that involve physical work including standing for extended periods.
- **Conflict Resolution:** Effective conflict resolution skills to handle challenging situations or family dynamics with professionalism and sensitivity.
- **Commitment to Ethical Care:** A commitment to providing ethical and patient-centered care, ensuring that the highest standards of care and confidentiality are maintained at all times.

Other Requirements

- Food Handling Certificate
- Personal Care Certificate / Qualification
- Current Police Check
- Working with Children Check (Employment)
- Evidence of immunisations as per ACHG Immunisation Policy including MMR, Varicella Zoster, Pertussis, Hepatitis B, Influenza and COVID-19 (or acceptable evidence for any exemptions).
- Current Victorian Drivers License

Key Relationships

Internal:

- Director of Nursing
- Nursing Colleagues
- Patient Care Assistant
- Environmental Services staff
- Volunteers
- CEO and Administration Staff

External:

- Community Palliative Care services
- PHN Palliative Care SIG
- Acute Health Services
- Primary Health Services

Signatures

Employee

Initial:



Signature

Name

Date

Initial: