**Role Description**

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| **Job ad reference** | MI573584 | **Closing date** | Monday 8/07/2024 |
| **Role title** | Operational Services Officer (Domestic Cleaner) | **Classification** | OO2 |
| **Status** | Permanent Full Time | **Salary** | $60,144 - $64,845 per annum  (full time hours) |
| **Unit/Branch** | Hotel Services Cloncurry Multipurpose Health Service | **Contact name** | Maree Walduck |
| **Division/Hospital** | North West Hospital and Health Service | **Contact number** | 07 4742 4510 |
| **Location** | Cloncurry  Service delivery may require this role to work across other locations within the North-West Hospital and Health Service (NWHHS). | | |

**Your opportunity**

* To provide a range of operational service functions to facilitate delivery of a quality service to clients of the Cloncurry Multipurpose Health Service.
* To be part of a team that actively contributes to patient safety by following policies, procedures and protocols of the North-West Hospital and Health Service
* To support continued improvement of health services by always participating in quality improvement opportunities
* To excel in patient safety by active contribution to a framework of sound clinical governance

**Your role**

* Assistance may be required in the provision of patient care associated with the lifting and transferring of patients.
* Knowledge of manual handling procedures.
* Ability to understand instructions and carry out tasks within a predetermined timeframe.
* Ability to work independently and unsupervised and as part of a team.
* Ensure a safe environment for patients and staff is maintained.
* Assist in the orientation of new employees as required.
* Undertake cleaning duties as required.
* Maintain linen stocks in the various wards.
* Maintain effective and respectful communication with all internal and external clients and colleagues.
* All other duties as requested by the Supervisor Hotel Services.
* Ensure work is completed to a satisfactory standard with the application of best practice in infection control and workplace health and safety.
* Actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, workplace health and safety and ethical behaviour.
* Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces.
* Keep People Safe: Comply with reasonable Work Health and Safety instruction and cooperate with reasonable policy and procedures, including the Duties of Workers, Section 28, Work Health and Safety Act 2011 (QLD).
* Effectively engage with people and communities from Aboriginal and Torres Strait Islander and cultural and linguistically diverse backgrounds.
* Deliver culturally responsive and safe care in line with the *Queensland Health Aboriginal and Torres Strait Islander Cultural Capability Framework 2010-2033* and *Queensland Health Workforce Diversity and Inclusion Strategy 2017-2022.*
* Demonstrate a commitment to meeting or exceeding professional and National Standards (e.g. NSQHS Standards) to achieve the delivery, leadership, and governance of Quality Care Every Day as outlined in the [Framework for Clinical Governance](https://qheps.health.qld.gov.au/__data/assets/pdf_file/0040/2669287/NWHHS-Clinical-Governance-Framework-2021-v5.pdf) and the [Safety and Quality Roles and Responsibilities Matrix](https://qheps.health.qld.gov.au/northwest/clinical-support/accreditation-quality).

**Your employer – North West Hospital and Health Service**

The North West Hospital and Health Services (NWHHS) is responsible for the public sector health services in the North West region. The NWHHS covers an area of approximately 300,000 square kilometres and services many of the remote communities within North Western Queensland and the Gulf of Carpentaria.

The Health Service is responsible for the promotion and wellbeing of people within the service area and ensuring that health services are of a high quality, accessible to all and effective.

Other NWHHS Centres are:

| **Hospitals:** | **Primary Health Facilities:** | **Community Services:** | **Multipurpose Health Service:** |
| --- | --- | --- | --- |
| Doomadgee | Burketown | Cloncurry | Cloncurry |
| Mornington Island | Camooweal | Doomadgee | McKinlay Shire |
| Mount Isa | Dajarra | McKinlay Clinic |  |
| Normanton  Normanton | Karumba | Mornington Island |  |
|  |  | Mount Isa |  |
|  |  | Normanton |  |
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**North West Hospital and Health Service Vision and Values**

The North West Hospital and Health Service is responsible for providing high quality hospital and healthcare to the communities of North West Queensland.  We embrace the need for change and make it work efficiently for the people of our region and our staff.  The efficient delivery of our core hospital and health business services is guided by the North West Hospital and Health Service mission:

*To be Queensland’s leading Hospital and Health Service delivering excellence in remote healthcare to our patients*

Our Values:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Innovation** | **Respect** | **Engagement** | **Accountability** | **Caring** | **Honesty** |
| We make things happen | We listen and learn from each other | We work together to involve our communities | We own our actions and behaviours | We treat people with kindness and look after each other | We are true to ourselves and others |

**Mandatory qualifications/Professional registration/Other requirements**

* This position may require the incumbent to operate a government vehicle and an appropriate licence endorsement to operate this type of vehicle is required (Queensland ‘C’ class licence). Proof of this endorsement must be provided before commencement of duty.
* Physical ability to carry out frequent and repetitive lifting, manual handling of goods and patients
* **Aged Care Pre-Employment Screening**: Applicants are advised this position works in an identified Aged Care Facility as per the *Aged Care Act 1997* and therefore requires employees and volunteers to have a current National Police Certificate. Queensland Health will facilitate applicants obtaining the above National Police Certificate.
* It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](https://www.health.qld.gov.au/__data/assets/pdf_file/0009/150120/hed-0116.pdf)):
  + Measles, Mumps, Rubella (MMR)
  + Varicella (chicken pox)
  + Pertussis (whooping cough)
  + Hepatitis B
  + Tuberculosis: All new employees, including agency nurses and doctors, appointed to roles at a Queensland Health facility that may be at high risk of exposure to drug-resistant cases of tuberculosis must be assessed for their risk of Tuberculosis (TB) using the relevant TB risk assessment process.
  + Influenza: Roles that work in an Aged Care Facility in accordance with the *Aged Care Direction (No.5).*
* Your offer of appointment to this role is therefore conditional upon satisfactory documentary evidence of required vaccinations/immunity being provided prior to commencement and your consent and agreement to maintain vaccination/immunity as required by Queensland Health HR policies and Health Employment Directives

**How you will be assessed?**

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under ‘Your Role’, the ideal applicant will be someone who can demonstrate the following:

* Ability to understand instructions and carry out tasks within a predetermined timeframe
* Ability to operate with a high level of independence in day to day duties in the absence of direct supervision, including the ability to identify or pre-empt problems thus affecting a solution.
* Ability to actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, occupational health and safety, and ethical behaviour.

**Your application**

Please provide the following information to the panel to assess your suitability:

* Your current CV or resume, including the names and contact details of 2 referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor

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* A short response (maximum 2 pages) on how your experience, abilities, knowledge and personal qualities are relevant for the role, taking into account the key responsibilities and key attributes of the position.

**Additional Information**

* Applications will remain current for 12 months/the duration of the vacancy
* Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process
* Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt
* Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment
* All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities
* Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at <http://www.psc.qld.gov.au/library/document/policy/lobbyist-disclosure-policy.pdf>
* Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the *Workers’ Compensation and Rehabilitation Act 2003* (<http://www.justice.qld.gov.au/fair-and-safe-work/workers-compensation-and-rehabilitation/workers-compensation-and-rehabilitation-legislation/workers-compensation-and-rehabilitation-act-2003>

**ORGANISATIONAL CHART:***Cloncurry Multipurpose Health Service*

