

## Job and Person Specification

<b>Position:</b>	Food & Housekeeping Service Worker
<b>Program:</b>	Primary Program: Mental Health Programs  Primary Location: Permanent Supported Accommodation Program (PSAP) Secondary Location: Recovery Program (RP)  Other Program: Supported Accommodation Program (SAS)
<b>Award:</b>	Social, Community, Home Care and Disability Services Award Social Community Services Employee Level 3 Pay Point Pay Point dependent on qualifications and experience  Salary packaging available
<b>Reports to:</b>	Team Leader Mental Health Programs
<b>Responsible for:</b>	No direct reports
<b>Conditions of Service:</b>	Conditions of service are in accordance with the Contract of Employment
<b>Status:</b>	Part time: 0.86 FTE 65 hours per fortnight
<b>Length of Position:</b>	12-month contract
<b>Location:</b>	Inner City Adelaide

### Organisational Information

Since 1988 **Catherine House Inc.** has provided inner city services, supporting women out of homelessness, for women over 18 years of age and unaccompanied by children. It offers crisis, mental health and longer term supported accommodation, as well as supporting many others via outreach services or through women using our onsite Women's Centre or Education and Employment Program. Catherine House is an unregistered NDIS service provider with an area of specialty in psychosocial disability, delivering a range of supports to clients living in our accommodation programs or in the community.

### Position Objectives

The Food & Housekeeping Service Worker will be accountable for:

- Provision of a high quality, varied and healthy food service for residents while ensuring food safety guidelines are adhered to at all times.
- Working collaboratively with team members to deliver a high-quality service, which is consistent with program goals and provides a safe and positive environment for clients.
- Menu planning that reflects attention to nutrition standards and meets health, religious and cultural requirements.
- Ensuring a high standard of food preparation and food storage practices.
- Ensuring that meals are served on time and that clear instruction is left for evening and weekend workers who are also involved in the preparation of meals/meal service.

- Working closely with the Coordinator of Special Projects, WHS and Housekeeping Services, to ensure the food and cleaning services run efficiently, while delivering quality outcomes.
- Work with the Program Team Leader, Coordinator of Special Projects, WHS and Housekeeping Services and all staff within the program to evaluate resident feedback on quality of meals provided and respond accordingly.
- Ensuring residents' rooms and premises are kept to a high standard.
- Assist with resident room cleaning and washing if required.
- Working collaboratively with the Admin Reception Team to ensure maintenance within the premises is completed and followed up in a timely manner.
- Support residents who wish to develop independent living skills onsite at PSAP or RP as part of their NDIS goals.

## Part A - Key Responsibilities

KEY AREA	KEY TASKS
General Duties	<ul style="list-style-type: none"> <li>• Practise safe work practices at all times, in accordance with the Food Handling Act, manual handling guidelines and adhere to WHS responsibilities and reporting requirements</li> <li>• Food preparation and cooking of meals as per program guidelines</li> <li>• Maintain storage of perishable and non-perishable foods in compliance with food safety standards and regulations</li> <li>• Plan and coordinate menus in advance</li> <li>• Produce high quality, fresh and nutritious meals for residents</li> <li>• Cater for dietary, religious and cultural requirements</li> <li>• Ordering of groceries and household products as required</li> <li>• Unpacking of deliveries, and collection of groceries and donations as necessary</li> <li>• Ensure weekly cleaning of residents' bedrooms and all communal areas in congregate accommodation sites are kept to high standard</li> <li>• Induct new workers into the Food Service and Housekeeping requirements for their role on the site</li> <li>• Meet regularly with Team Leader Mental Health Programs (TLMHP)</li> <li>• Create opportunities for clients to be involved in capacity building opportunities individually, or in a group as part of their work towards their NDIS goals</li> <li>• Other tasks or duties as directed by the TLMHP</li> </ul>
Cleaning / Housekeeping	<ul style="list-style-type: none"> <li>• Packing up and remaking of a resident's room as required</li> <li>• Check rooms after contract cleaners have completed room cleans, report any issues to the Coordinator of Special Projects, WHS and Housekeeping Services</li> <li>• All household tasks that enable the house to be clean and hazard-free</li> <li>• Maintain the cleanliness of all household equipment and report any signs of damage</li> <li>• Maintain the cleanliness of outdoor areas; outdoor furniture, verandas, accessible exteriors of the building's door frames, windows and report any signs of disrepair to the TLMHP</li> <li>• Create opportunities for clients to develop and practise independent living skills where they are working towards moving into independent housing as part of their NDIS goal plan.</li> <li>• Attend to cleaning tasks as per program guidelines</li> <li>• Other cleaning as directed by the TLMHP</li> </ul>

<p>General Client Support</p>	<ul style="list-style-type: none"> <li>• Client support is person-centred and practised with a trauma-informed lens</li> <li>• Assist residents to self-administer their medication as per program guidelines</li> <li>• Participate in electronic Client Record Management (CRM) training and use the data recording system to record client information in the client file, as per program guidelines</li> <li>• Ensure the accurate recording and reporting all NDIS support services provided, as per program guidelines</li> <li>• Provide support to limits of the role and refer matters of concern to TLMHP/or Coordinator NDIS Supports (CNS)</li> <li>• Work as an isolated worker when TLMHP or other staff are not onsite or are on leave and escalate any client matters as per program guidelines</li> <li>• Provide encouragement and support to all clients to increase their overall capacity across all life domains</li> <li>• Support all group activities being held onsite, relevant to your role, that are related to capacity building goals of clients, e.g. independent living skills, cooking, cleaning, communication and social interaction skills or support to engage in a recreational activity</li> <li>• Cover a sleepover shift as needed</li> </ul>
<p>Food Handling and Preparation</p>	<ul style="list-style-type: none"> <li>• Food preparation and cooking of nutritious, well-balanced meals</li> <li>• Maintaining fridges and freezers to the required standards</li> <li>• Appropriate use of all kitchen equipment</li> <li>• Clean oven regularly and always kept free from spillages</li> <li>• General kitchen maintenance; keeping fridges, freezers and food cupboards clean rotating food, mopping tiled areas</li> <li>• Food preparation for events, if required</li> <li>• Provide meals for special and/or cultural requirements</li> <li>• Ensure there are a minimum of three easy to serve full emergency meals for residents for staff to organise in emergencies - this is to include Lunch, Dinner and Dessert.</li> <li>• Ensure menus are prepared two weeks in advance, and forwarded to the HKOrders email for reviewing by the Coordinator of Special Projects, WHS, Housekeeping Services</li> <li>• Ensure all food products are within the main kitchen level for food service</li> </ul>
<p>Work Health and Safety</p>	<ul style="list-style-type: none"> <li>• Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Code of Conduct, NDIS Code of Conduct, organisational policies and WHS requirements as outlined below</li> </ul>
<p>Public Officer Responsibilities</p>	<ul style="list-style-type: none"> <li>• As a Public Officer as per the Independent Commissioner Against Corruption (ICAC) definition you have a reporting obligation to report to the Office for Public Integrity (OPI) any conduct that you reasonably suspect raises any issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption</li> </ul>
<p>Corporate Responsibilities</p>	<ul style="list-style-type: none"> <li>• Ensure clients are respected and treated in a nonjudgemental way.</li> <li>• Participate in the organisation's process of continuous quality improvement.</li> <li>• Maintain and respect resident privacy and confidentiality within the role Coordinator-Special Projects, WHS &amp; HKS and as a team member of Catherine House Inc. and other legal mandates.</li> <li>• Attend required meetings, supervision training and professional development.</li> <li>• Work within the philosophy, aims, vision, objectives, culture of Catherine House Inc.</li> </ul>

## Part B - Person Specification

### Experience and Qualifications

#### Essential

- Certificate II in Kitchen Operations
- Demonstrated experience in delivering a high housekeeping and cleaning standards
- Food Safety Certificate
- Excellent time management and organisational skills
- Experience working with people with high-level needs
- Flexibility and reliability

#### Desirable

- First Aid Certificate or a preparedness to obtain one if the organisation requires it
- Mental health first aid certificate or preparedness to obtain it within two months of commencement of employment

#### Knowledge

- Food safety legislation
- Knowledge of meal preparation and menu planning
- Knowledge of and ability to respect the principles of privacy and confidentiality
- Good understanding of WHS Legislation and requirements as they affect the role
- Understanding NDIS service delivery
- Understanding of cultural diversity
- Understanding of the issues that may bring a woman to a period of homelessness
- Understanding of trauma-informed and person-centred care
- Understanding of the impact of mental health on energy, motivation and physical health
- Knowledge of and ability to respect the principles of privacy and confidentiality

#### Personal skills and attributes

- Good organisational skills, particularly related to time management including the ability to prioritise, be flexible and accomplish set tasks
- Leadership skills and the ability to proactively contribute to a positive, encouraging workplace culture
- Ability to communicate effectively
- Well-developed interpersonal skills and the ability to relate well with a wide range of people
- Ability to work independently and as a member of a team
- Ability to work in an environment that is challenging at times
- Ability to respond sensitively to the needs of women affected by histories of complex trauma and homelessness including those from diverse backgrounds, cultures, religions and sexuality, etc., and practice with a trauma-informed lens
- Ability to work effectively and collaboratively with both staff and volunteers
- Ability to work within the agency boundaries
- Ability to adhere to professional boundaries
- Sound computer skills, including ability to access and respond to emails and produce Word documents

**Additional requirements**

- Unrestricted Driver's License
  - Current NDIS Worker Screening Check and Working With Children Check are required
  - Current (within 3 years) Child Safe Environments training is required
  - Work across programs to cover staff leave or program need
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**ACKNOWLEDGEMENT AND APPROVAL**

I acknowledge that this position description outlines the core role requirements and workplace expectations.

I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex, and changing environment.

**Last updated: July 2025**

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Part C – Role of the Catherine House Worker in the Management of Work Health & Safety

The worker is responsible for:

### 1. Commitment

- Support the development and maintenance of a best practice WHS culture within their workplace.
- Adhere to safe work practices.
- Encourage colleagues and others on the worksite to adhere to safe work practices.

### 2. Legal and Policy Requirements

- Comply with all relevant policies and procedures.
- Improve work systems and safe work practices.

### 3. Performance and Training

- Participate in relevant WHS training programs.
- Include WHS goals and responsibilities when reviewing their Job and Person Specifications in consultation with their Line Manager.
- Include WHS goals and responsibilities and training in supervision meetings.

### 4. Risk Management and Hazard Control

- Report hazards and unsafe workplace practices associated with the workplace to their manager.
- Suggest improvements or recommend changes to avoid, eliminate or minimise workplace hazards.

### 5. Incident Reporting and Investigation

- Report on work related to injuries and incidents in accordance with agency procedures.
- Where relevant participate in the investigation of potential hazards, dangerous occurrences, WHS incidents and near misses in accord with agency procedures.

### 6. Consultation

- Raise WHS issues with their work colleagues, manager, WHS Forum, WHS representative and assist with their resolution.
- Regularly discuss WHS issues with other staff at staff meetings.
- Regularly consult with colleagues on WHS issues and actively participate in WHS committees if required.

### 7. Monitoring

- Monitor and evaluate their WHS performance.
- Monitor the WHS, and wellbeing of work colleagues to ensure they can undertake their work safely.
- Participate in the workplace WHS inspections/audits, and assist in the maintenance of WHS facilities, resources, equipment, and information.
- Monitor workplace WHS performance and progress of the WHS action plan for the site.

I have read and understood the “Role of the Catherine House Worker in the Management of Work Health Safety” and am aware of my responsibilities for WHS.

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_