



## POSITION DESCRIPTION

<b>Position Title</b>	Site Services Assistant
<b>Reports To:</b>	Managers – Genazzano
<b>Reporting To This Position:</b>	Nil
<b>Classification:</b>	Miscellaneous Award
<b>Approval Name:</b>	Shane Watson
<b>Approval Position:</b>	Director – Project and Property Services
<b>Date Approved</b>	01 April 2024

### 1. CATHOLIC DIOCESE OF CAIRNS

The Roman Catholic Trust Corporation for the Diocese of Cairns ("RCTC") is incorporated pursuant to letters patent issued under the Religious, Educational and Charitable Institutions Act 1861. The RCTC's purpose is to carry out the mission and objects of the Catholic Diocese of Cairns ("Diocese").

Geographically, the Diocese serves Far North Queensland, extending from Cardwell to the Torres Strait, and west to the Northern Territory border. The Diocese has 23 parishes and is responsible for the provision of a range of regional services under the pastoral care and leadership of the Bishop of Cairns. Services provided by the Diocese include education, welfare, childcare, pastoral care, outreach and other central services. The Diocese also has other connections with various ministries and Catholic groups within the Diocese.

The Bishop has executive power over the Diocese which he exercises personally and through his delegates.

### 2. DIVISION

The RCTC Division of Diocesan Services includes the following departments:

#### Diocesan Services:

- Diocesan Finance - responsible for the day-to-day financial functions of departments and parishes, payroll processing and the Catholic Development Fund.
- Diocesan Project and Property Services - oversees Genazzano Conference Centre and Retreat and the development, maintenance, acquisition and alienation of all diocesan property assets.
- Chancery and Governance - responsible for diocesan archives, and management of Governance processes for the Diocese, including coordination of support and formation for the various boards and committees; the Marriage Tribunal, and overarching Diocesan Policies, Terms of Reference and Board Charters.
- Diocesan Outreach and Mission Services – provides and supports the delivery of pastoral care, clergy care services, State School Religious Instruction and Youth Ministry.
- Diocesan Employee Services – provision of Human Resource Management, Work Health and Safety services and operational policy and procedures to Diocesan Services and parishes.
- Diocesan ICT Services – responsible for supporting the provision of information, technology and communications support to Diocesan operations and Parishes.
- Diocesan Community Engagement - responsible for developing, coordinating and maintaining marketing, communication, fundraising projects and social media platforms.
- Diocesan Administration – responsible for day-to-day administration and running of the Bishop's House and co-ordination of Diocesan wide administrative functions.
- Safeguarding Coordinator – responsible for promoting safeguarding practices and standards.
- Cathedral Book and Gift shop - responsible for operating the store.

#### Parish:

- Clergy and employees of parishes including administration officers and support staff.

### 3. MAIN PURPOSE OF THIS ROLE

The Site Services Assistant will support the day-to-day operations of the site by providing hands on assistance in all facets of the operation. The Site Services Assistant will perform guest services including housekeeping for the retreat, kitchen hand support and cleaning of the campground amenities. The Site Services Assistant will assist in ensuring a high level of cleanliness to the facilities and excellence in hospitality and customer service.

### 4. POSITION REQUIREMENTS

1. Experience in a similar role supporting the day-to-day operations in hospitality including housekeeping, kitchen service and customer service.
2. Food Safety Certificate and experience in maintaining WHS food safety compliance (desirable).
3. Sound computer and email skills.
4. Physically fit and able to work within tight time frames.
5. Communication and relationship building skills with an ability to engage with a diverse range of guests and fellow colleagues.
6. A strong team player with a collaborative, consultative and pro-active approach to problem solving.
7. Ability to work autonomously with well-developed organisational and time management skills while also being able to work effectively as part of a team.
8. As a genuine occupational requirement, the position requires that the Employee's conduct and lifestyle align with principles of Catholic Social Teaching.
9. A valid Positive Notice Blue Card – No Card, No Start laws apply.
10. Suitable Nationally Coordinated Criminal History Check.
11. Current open unrestricted Driver's Licence and ability to drive.

### 5. CORE COMPETENCIES & INTERPERSONAL SKILLS

In addition to the mandatory requirements, this position will demonstrate the following competencies and capabilities in the course of the duties:

- An ability to communicate and engage effectively with a diverse range of stakeholders.
- Holds a values base around achievement, fun, celebration and success for self and the team.
- Excellent organisational skills with the ability to prioritise effectively to meet deadlines.
- Attention to detail and commitment to accuracy.
- A capacity and willingness to acquire new skills.
- A desire to participate in agreed training programs and supervision.
- A friendly and flexible approach to team activities.

### 6. ORGANISATIONAL DUTIES AND RESPONSIBILITIES

#### **Safeguarding Standards**

- The Diocese of Cairns has standards of conduct for workers to maintain a safe and healthy environment for children. Our commitment to these standards requires conducting working with children checks and background referencing for all persons who will engage in direct and regular involvement with children and young people (0 - 18 years) and/or adults at risk. The organisation is fully committed to child safety and has a zero-tolerance to the abuse of children or adults at risk.
- Attend Safeguarding training as directed.

#### **Workplace Health and Safety**

- Take reasonable care for your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others.
- Comply, so far as you are reasonably able, with any reasonable instruction.
- Co-operate with any reasonable policy or procedure.
- Ensure timely and accurate reporting of all incidents and hazards.
- Attend WHS training as directed.

## Public Relations

- Always promote a positive image of the Church through professional standards of personal presentation and courteous, respectful behaviour.

## 7. PRIMARY DUTIES AND RESPONSIBILITIES OF THIS ROLE

In consultation with the Managers - Genazzano and Director, Diocesan Project and Property Services, the primary duties and responsibilities of the Site Services Assistant may include but are not limited to:

### Operational Duties:

- Liaising with the Managers – Genazzano
  - Part-take in cleaning of communal amenities.
  - Undertake cleaning duties at the retreat entailing making beds, replacing used linen with new ones, vacuuming carpets, mopping, and cleaning and disinfecting bathrooms and ensuring new toiletries provided by the retreat are placed at appropriate places.
- Ensure cleaning duties are of a high standard and perform quality control checks.
- Attend to laundry duties ensuring linen is washed and dried within the required timeframes.

### Kitchen Duties:

- Provision of support in kitchen and serving duties ensuring a high level of safety and service.
- Deliver food service to retreat guests including Breakfast, Lunch and Dinner.
- Assist in the operation and maintain kitchen equipment including combi oven, microwave, commercial toaster, dishwasher, refrigeration ensuring a commitment to safety.
- Assist in stock inventory, ensuring correct levels of supplies are maintained within budget parameters.
- Assist in the purchasing of food stocks and transporting them in a work van in compliance with the Food Safety Plan.

### Work Health and Safety:

- Maintain a high level of hygiene throughout cleaning duties in accordance with the Food Safety Plan and WHS compliance.
- Adhering to cleaning protocols and schedules ensure correct use of cleaning products and chemicals.

### Evaluation and Continuous Improvement:

- Ensure a high level of customer service delivery.
- Report any security, safety, damage concerns to eliminate or minimise hazards.
- Undertake caretaking of the Retreat and Campgrounds.
- Identify and provide regular feedback to the line manager with regards to relevant issues, trends, and gaps.
- Participate and prepare for appraisal meetings.
- Participate in and contribute to meetings, training and planning activities, service evaluation and quality assurance activities.
- Contribute towards continuous improvements in the workplace.
- Ensure the efficient use and maintenance of employer provided materials and equipment.

Undertake other duties as directed by those authorised to give such direction, within the scope of expertise and training.

## 8. KEY RELATIONSHIPS

**Including but not exclusive of:**

**External**

Site guests

Contractors and suppliers

**Internal**

All Diocesan Agency's

Clergy and religious

Parish Staff

## 9. KEY PERFORMANCE INDICATORS

- Work plan objectives attached to the position are met.
- Positive feedback is received on the quality of your work.
- You have effectively completed all functions of the role in an accurate and timely manner.
- Adherence to diocesan policies and procedures specific and relevant to the role.
- Compliance with Safeguarding principles and Work Health and Safety Policy and Procedures and instructions provided in respect to the Health and Safety of yourself and other persons.

## 10. DECISION MAKING / AUTHORITY LEVEL

Budget Accountability: \$Nil

This position also has:

- Access to physical areas of the Diocese of Cairns

## 11. ADDITIONAL REQUIREMENTS

- A commitment to the mission and objectives of the Catholic Diocese of Cairns.
- A Non-smoking Policy is effective in all Cairns Diocesan properties and motor vehicles.
- Physical requirements of the position:
  - Work performed includes manual handling and use of machinery.
  - Work performed in commercial kitchen with use of kitchen appliances.
  - Manoeuvring within accommodation setting and use of cleaning products and equipment.
  - Frequent use of telecommunication and electronic equipment

## 12. EMPLOYEE ACCEPTANCE

Statements included in this description are intended to reflect, in general, the duties and responsibilities of this position and are not to be interpreted as all-inclusive. All employees are required to carry out all duties in accordance with the policies and procedures of the Catholic Diocese of Cairns and relevant agreements and to act at all times with integrity and professionalism.

I note that Position Descriptions are under periodic review and may be changed, after consultation, at any time. I have read this Position Description and agree to carry out the duties and responsibilities as outlined above.

::SIGNATURE::

::DATE::

Signature of ::FIRSTNAME:: ::LASTNAME::

Date Signed