

About BASScare

Boroondara Aged Services Society (“BASScare”) began in 1957 as Canterbury Citizens Welfare Committee. It was formed following recognition by community members that the elderly within the community who were not part of a mainstream church body were often socially isolated, required some assistance and were, in many ways, neglected.

Today, BASScare operates an integrated program of services including residential care facilities, respite care, dementia specific services and an extensive community care program that provides care and support to people who wish to continue living in their own homes.

We actively engage with clients, their families, friends and carers to determine their expectations of care and provide the best possible level of residential and community services.

BASScare is focused on putting the integrity and dignity of those for whom we care first and foremost. We are committed to providing quality services to assist clients to maintain independence and achieve a greater quality of life.

BASScare Morgan Glen Iris helps people aged 80+ to maintain their independence by providing a tailored range of supports. Also known as ‘apartments with service’, Morgan Glen Iris will allow older people to live privately with independence and dignity, knowing the best help is on hand from experienced and knowledgeable care professionals.

Our Vision

To provide high quality integrated aged care services that:

- encourage independence
- embrace diversity
- are flexible; and
- promote choice, dignity and respect for our clients, staff and volunteers

To Our Employees

At the heart of our success is our people. We seek to provide our employees and volunteers with the resources, skills and knowledge to develop and grow, the opportunity to collaborate with others and the encouragement to challenge themselves. Above all, we are committed to displaying the same level of respect and care towards our employees that we expect them to demonstrate towards our clients.

Our Values and Behaviours

	Level 1 (Enrolled Nurse, PCAs, Support Workers)	Level 2 (Team Leaders, Supervisors, Middle Management, Coordinators)	Level 3 (Senior Management)
<p>Client Focused</p> <p>Our choices are guided by what is in the best interests of those we serve. We strive to consistently deliver person centred care.</p>	<ul style="list-style-type: none"> • Works to understand the needs of clients. • Looks for ways to enhance the day to day experience of clients. • Prioritises the client’s needs over personal preferences and self-interest. 	<ul style="list-style-type: none"> • Ensures that a strong client focus remains at the forefront. • Works collaboratively with team members to facilitate the needs of clients. • Provides the resources and capability required to respond to the needs of clients. 	<ul style="list-style-type: none"> • Makes time to be visible and accessible to clients and front-line employees. • Displays a genuine desire and curiosity to better understand the evolving needs of others internal and external to the business. • Works to build and promote the organisation’s brand, purpose and direction.
<p>Respect</p> <p>We value people for who they are and show them the same level of compassion, care, and consideration that we would expect.</p>	<ul style="list-style-type: none"> • Supports and promotes respectful, ethical practices. • Acts openly and honestly. • Demonstrates commitment to personal safety and the safety of others. • Adheres to BASSCare policies and procedures, relevant standards, regulations and act. 	<ul style="list-style-type: none"> • Demonstrates flexibility, openness and inclusiveness. • Takes the time to listen and understand the perspective of others. • Clarifies expectations and provides feedback on a frequent and timely basis. • Challenges unproductive behaviour promptly when it arises. 	<ul style="list-style-type: none"> • Invests time in regular communication across a range of audiences and formats. • Encourages the contribution of employees and provides them with the opportunity to share their perspective.
<p>Humility</p> <p>We recognise that we are nothing more or less than the people around us.</p>	<ul style="list-style-type: none"> • Owns up to mistakes. • Celebrates the achievements of others. • Offers and accepts apologies graciously. • Recognises personal strengths and weaknesses. 	<ul style="list-style-type: none"> • Willingness to do lower level work for the good of the team. • Talks about the general team rather than themselves. • Shares credit for team accomplishments. 	<ul style="list-style-type: none"> • Encourages others to challenge their ideas. • Focuses on the best interests of the group rather than themselves. • Makes difficult decisions and is willing to change what doesn’t work • Has the courage to ask questions they can’t answer.

Purpose of the role

The MGI Wait Staff will deliver a high quality a la carte restaurant experience to our residents and their guests.

Organisational Relationship

Reports to:	Village Manager; BASScare Morgan Glen Iris
Direct Reports:	Nil
Key Relationships:	Registered Nurse Reception/Concierge staff Chef Support Staff Lifestyle Staff Cleaning/Laundry Staff

Qualifications / Experience

Essential

- You deliver an outstanding person-centred Village experience for residents, their families, guests and the public that empowers our residents, enhances their dignity, safety and right to choice
- Experienced and outgoing front of house professional, preferably with bar experience, wine and cocktail skills
- Responsible Service of Alcohol (RSA) certificate or willingness to obtain certification
- Excellent written and verbal English communication skills.
- Experience using Restaurant Point of Sale (POS) systems (Impos experience highly favourable)
- Enthusiastic and passionate about finding new and innovative ways of doing things.
- Great problem solving skills and you are comfortable working with change
- Capacity to work independently and as a member of a large team.
- A clear and current Police Check.

Desirable

- First Aid and CPR Qualifications
- IT skills, specifically the ability to use Microsoft Excel, Teams and Customer Relationship Management (CRM) tools

Areas of Responsibility

Restaurant and Bar

- Deliver an outstanding person-centred Village experience for residents, their families, guests and the public that empowers our residents, enhances their dignity, safety and right to choice.
- Welcome residents/guests to the restaurant and provide menus
- Take meal and beverage orders from residents/guests and input through our Restaurant Point of Sale system, Impos
- Make menu recommendations and inform residents/guests of any specials
- Recommend wine and alcohol matches, based on the selected meals
- Deliver meals and beverages a la carte, as they are prepared by the restaurant

- Deliver meals to apartments, room service style (as requested) using the mobile hotbox
- Prepare and serve a range of alcoholic beverages, including wine, spirits and cocktails
- Check that residents/guests are satisfied with their meals
- Prepare bills for tables when requested
- Finalise payments and ensure that correct payment types are selected
- Maintain a high quality restaurant environment by ensuring that tables, chairs, common area surfaces, coffee machines and restaurant bathroom facilities are cleaned at the end of each service
- Additional responsibilities as directed by the Village Manager

Resident Satisfaction

- Provide a high quality of customer service to all residents and their families.
- Aid in resolving residents' complaints in-line with the Village 'Dispute Resolution Policy'.
- Contribute new ideas and strategies to meet resident needs.

Meetings & Functions

- Attend key functions such as the resident's Christmas party, as well as staff training and team strengthening sessions from time-to-time. Some flexibility regarding work hours may be required in these instances.

Continuous Improvement & Compliance

- Build and maintain a sound knowledge of the industry.
- Assist to identify, establish, improve and maintain processes for BASScare.
- Completes an Improvement Form when there is an identified need to improve.
- Actively participates and contributes to Quality Activities that promote quality improvement to services provided, including, but not limited to, staff meetings, working parties and ongoing education and professional development.

Resident Safety & Security

- Render immediate first aid as required.
- Maintain an over-arching awareness of residents' wellbeing through reading and writing resident welfare notes.
- Maintain a working knowledge of the operation of the security system, emergency health system and fire system, seeking further professional development as required.
- Ensures rights and responsibilities of residents and follows up concerns raised by residents or their families in a timely manner.

Infection Control

- Implements up-to-date infection control practices and required hygiene standards, as detailed in organisation policies and through regular training activities.
- Promptly escalates all infectious outbreaks to Village Manager. Implement outbreak processes as directed by Village Manager and BASScare management in response to an incident or an outbreak.

- Maintain work environment to minimise the risk of infection. Uses personal protective equipment as required.
- Role model best practice in standard precautions including hygiene practices and hand washing techniques.

Occupational, Health and Safety

- Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self.
- Reports immediately, any equipment or situation that is hazardous, or has the potential to be a safety issue.
- Participates in problem solving processes to resolve OH&S issue.

Ongoing Education

- Participates in continuing education, including mandatory training.
- Membership of relevant professional groups and or associations is encouraged.
- Reads staff emails and notice boards regularly.
- Works toward annual training objectives following appraisal to ensure skills and knowledge to fulfil the role.

Reporting Requirements

- Reports any issue of concern to the relevant manager.

Performance Review

- Annually with feedback during the year.

Signatures

As an Employee of BASScare, I have read and I understand the above position description. I agree that I am able to and will meet my obligations to fulfil this role efficiently and effectively.

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Signed (Employee)

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Signed (Manager)

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Name

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Name

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Date

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Date