

# East Wimmera Health Service

## Position Description

<b>Position Title:</b> <b>FOOD SERVICE ASSISTANT</b>
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**Classification:** Food and Domestic Service Assistant HA1 [Junior rates if applicable KX1-KX3]

**Responsible To:** Chef

**Salary and Conditions:** In accordance with Health, Community Services and Ambulance - Management and Administrative Staff (Public Sector - Victoria) Award 2003 Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015.

### **POSITION SUMMARY:**

To assist in the provision and maintenance of high quality health services within the Health Service, by providing assistance with meal preparation and service, kitchen duties, and associated cleaning.

### **KEY SELECTION CRITERIA:**

Essential knowledge, skills and aptitudes:

- Ability to work as part of a team.
- Ability to provide a high standard of customer service.
- Understanding of and commitment to safe work and hygiene practices.
- Flexibility to work rotating rosters, including mornings, afternoons, weekends and public holidays.

### **OTHER SELECTION CRITERIA:**

Desirable knowledge, skills and aptitudes:

- Understanding of safe food handling.

### **Key Result Area: FOOD SERVICE:**

Provides a high standard of food service to all patients, residents and staff, by assisting with service preparation, delivery and cleaning.

<b>Major Action</b>	<b>Performance Indicator</b>
Assist with preparation of food in readiness for cooking and service.	<ul style="list-style-type: none"><li>• Preparation of food completed as per menu and within time lines.</li></ul>
Assist with the plating, presentation and distribution of meals and beverages.	<ul style="list-style-type: none"><li>• Standard of presentation and portion control is met.</li><li>• Cook chill guidelines for plating, storing and regeneration followed.</li><li>• Menu choices selected by customers are provided.</li><li>• Meal and beverage service is distributed according to schedule.</li><li>• Feedback from customers.</li></ul>
Assist with cleaning and storage of equipment, utensils, meal trays, crockery, cutlery, etc.	<ul style="list-style-type: none"><li>• Equipment, etc, cleaned and stored in accordance with operating instructions.</li></ul>
Maintain safe and hygienic work practices.	<ul style="list-style-type: none"><li>• Cleaning products, equipment and tools used in accordance with safety and operating instructions.</li><li>• Infection control guidelines are maintained.</li><li>• Food is handled and stored in accordance with food safety plan.</li><li>• High standard of personal hygiene.</li></ul>

	<ul style="list-style-type: none"> <li>• Hazards and defective equipment are reported.</li> </ul>
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**Key Result Area: TEAM WORK:**

Function as a team member consistent with the policies and procedures of the Health Service.

<b>Major Action</b>	<b>Performance Indicator</b>
Achieve team work through effective collaboration and communication processes. Recognise the roles of, and collaborate with team members in the wider health care team.	<ul style="list-style-type: none"> <li>• Team objectives achieved.</li> <li>• Team member roles and responsibilities recognised.</li> <li>• Feedback indicates collaboration and communication with all team members is open and effective.</li> </ul>
Complete delegated tasks effectively and appropriately. Recognise and seek assistance from other staff members when tasks fall outside of ability.	<ul style="list-style-type: none"> <li>• Delegated tasks achieved in accordance with guidelines and procedures.</li> <li>• Function within ability and scope of practice is achieved.</li> <li>• Appropriate assistance sought.</li> </ul>
Contribute to the orientation and welcoming of new staff to the department and the team.	<ul style="list-style-type: none"> <li>• Feedback indicates contributions made are effective.</li> <li>• All new staff orientated effectively and feel welcome.</li> </ul>
Contribute to multi-campus teams through committee membership or supporting colleagues fulfilling committee membership.	<ul style="list-style-type: none"> <li>• Contributions are constructive and effective.</li> </ul>

**Key Result Area: IMPROVING PERFORMANCE (CQI):**

Contribute to quality service delivered to customers through Continuous Quality Improvement (CQI) activities.

<b>Major Action</b>	<b>Performance Indicator</b>
Actively contribute to improving performance.	<ul style="list-style-type: none"> <li>• CQI documents indicate involvement in CQI activities.</li> </ul>
Implement Accreditation Standards and other relevant Standards within the department.	<ul style="list-style-type: none"> <li>• Accreditation Standards and other relevant Standards are met on a daily basis.</li> <li>• Awareness and understanding of relevant standards and accreditation processes demonstrated.</li> </ul>
Contribute to the implementation and evaluation of quality systems.	<ul style="list-style-type: none"> <li>• CQI forms indicate involvement in the process.</li> </ul>

**Key Result Area: CUSTOMER RELATIONS:**

Ensure high standard of customer service is maintained.

<b>Major Action</b>	<b>Performance Indicator</b>
Facilitate and maintain effective communication with internal and external customers	<ul style="list-style-type: none"> <li>• Feedback indicates communication is appropriate and effective at all levels.</li> </ul>
Identifies and reports to manager ways to improve service delivery to customers.	<ul style="list-style-type: none"> <li>• Customer service is actively promoted within the department.</li> </ul>
Liaise with other members of the health care team as part of day to day activity.	<ul style="list-style-type: none"> <li>• Feedback indicates communication is appropriate and effective.</li> </ul>

**Key Result Area: REGULATORY COMPLIANCE:**

Ensure compliance with all relevant legislation, regulatory requirements, standards and guidelines.

<b>Major Action</b>	<b>Performance Indicator</b>
Completion of annual mandatory requirements: <ul style="list-style-type: none"> <li>➢ Emergency Procedures</li> <li>➢ Manual Handling</li> <li>➢ Infection Control</li> </ul>	<ul style="list-style-type: none"> <li>• Annual compliance achieved and documented.</li> <li>• Demonstrates knowledge in work performance.</li> </ul>

<ul style="list-style-type: none"> <li>➤ Food Safety</li> <li>➤ Hazardous Substances &amp; Dangerous Goods</li> <li>➤ Annual Declaration</li> </ul>	
Implement the standards of health and safety and comply with OH&S legislative employee requirements.	<ul style="list-style-type: none"> <li>• Health and safety of self and others is maintained.</li> <li>• Compliance with employee OH&amp;S requirements is achieved.</li> </ul>
Report work place injuries to Manager/Campus Manager. Work effectively with staff on return to work programs.	<ul style="list-style-type: none"> <li>• Workplace injuries are reported and documented.</li> <li>• Work undertaken with staff returning to work is effective.</li> </ul>
Ensure EWHS policy and procedures are implemented.	<ul style="list-style-type: none"> <li>• EWHS policies and procedures are adhered to and implemented effectively by self.</li> </ul>
Acts to maintain infection control standards. Undertakes relevant infection control activities.	<ul style="list-style-type: none"> <li>• Infection Control standards are maintained.</li> <li>• Campus infection control activities are achieved.</li> </ul>
Comply with all employee relations legislation and EWHS Code of Conduct requirements. Report breaches to Manager/Campus Manager.	<ul style="list-style-type: none"> <li>• Employee relations legislation and EWHS Code of Conduct requirements are maintained.</li> <li>• Concerns/breaches are reported promptly.</li> </ul>

**Key Result Area: PROFESSIONAL/PERSONAL DEVELOPMENT**

Commit to ongoing education and professional development

<b>Major Action</b>	<b>Performance Indicator</b>
Identify own learning and development needs, actively pursue and participate in relevant educational programs and personal development activities.	<ul style="list-style-type: none"> <li>• Participation in learning and development activities relevant to needs.</li> <li>• Active participation in annual appraisal.</li> </ul>
Maintain current knowledge and skills relevant to the position.	<ul style="list-style-type: none"> <li>• Current knowledge demonstrated.</li> </ul>

**EMPLOYEE OBLIGATIONS:**

The employee is required to maintain strict confidentiality with reference to all matters pertaining to patients/residents within the Health Service and without. Failure to observe this requirement may be regarded as misconduct warranting termination and incurring liability to penalty pursuant to Section 141 of the Health Services Act 1988.

The employee is required to take all reasonable care to ensure personal safety of others who may be affected by the acts or omissions of the employee in the workplace. (Occupational Health and Safety Act, Clause 25). The employee is required to participate in all safety programs as required by the Health Service.

East Wimmera Health Service Identification Badge must be worn at all times whilst on duty. This remains the property of the organisation and must be returned to the Pay Officer on termination of employment.

The employee is required to participate in the Continuous Quality Improvement Program to encourage excellence of care and cost containment within the Health Service.

The employee is required to participate in the Risk Management program to ensure risks are identified and managed within the Health Service.

The employee is required to adhere to EWHS Code of Conduct.

**PERFORMANCE DEVELOPMENT AND REVIEW:**

A Performance Development and Review will be completed after the first six months of service and then as per the East Wimmera Health Service Performance Management Policy. The Performance Development and Review is to be discussed with / conducted by Campus Manager.

*Employee's Name:*

*Employee's Signature:*

*Date:*

*Manager's Signature:*

*Position Title:*

*Date:*

*Issued: July 2006*

*Reviewed: July 2014*

*Reviewed: December 2014*