



Cultivating Healthy Communities

Position Title:	Food and Domestic Service Assistant
Reports To:	Support Services Manager
Direct Reports:	NA
Department:	People and Culture
Classification:	KX1 – HA52 Junior Food & Domestic Service Assistant <i>(persons aged less than 19 years)</i> IN13 – IN14 Food & Domestic Service Assistant <i>(persons aged 19 years and greater)</i>
Employment Conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Qualifying Period	6 Months from commencement date

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Covering the land first inhabited by the Dja Wurrung, Barengi Gadjin, and Jaara Jaara peoples. EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally EWHS manages a number of other local services in post-acute care, planned activity groups and infection control. The duties of this position are to be performed with adherence to the purpose and values identified through EWHS's strategic plan and compliance with the Code of Behaviour for staff of EWHS.

Our Vision

To see sustainable improvement in the health and wellbeing of our community

Our Purpose

To work together with our community to achieve better health and wellbeing outcomes

Our Values

Together, Honesty, Empathy, Community, Open, Respect and Excellence



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ROLE STATEMENT

The purpose of the Food and Domestic Service Assistant is to support the Chef/Cook with all food preparation and food delivery functions. Specifically, these functions include the preparation, delivery and collection of food to/from consumers, meals on wheels, functions, meetings etc. and the cleaning of the associated with environment, dishes and utensils.

POSITION SPECIFIC RESPONSIBILITIES

Personal & Professional Development

- Maintain contemporary knowledge of all food and cleaning standards to ensure that tasks undertaken meet legislative and health service requirements.
- Actively participate in all mandatory competencies and training as required to ensure service delivery meets the strategic needs of the department and changing legislative requirements.
- Demonstrated safe working knowledge of Food Safety, OH&S and Chemical Management processes.
- Actively participate in annual performance appraisals.

Customer Service

- Promote a culture of person centred care by providing prompt and efficient customer service to all internal and external customers.
- Ensure feedback and complaints are listened to and reported to the Chef/Cook and/or Support Services Manager where required.
- Maintain confidentiality at all times on all issues relating to the health service, consumers and colleagues.
- Demonstrated commitment to ensuring all women, men, people from diverse cultural experiences, including Aboriginal and Torres Strait Islander people, class positions and social circumstances, sexual orientations, health and illness conditions are treated appropriately according to their specific needs.

Administration & Documentation

- Ensure that all documentation is accurate and completed in a professional and timely manner.
- Actively participate in relevant committees, prepare and submit reports as required by the Committee or Manager.
- Ensure that daily checklists, quality audit tools are completed and signed as required.

Technical Skills & Application

- Ensure all tasks involving food comply with the Food Safety Guidelines and the EWHS Food Safety Plan.
- Ensure that all cleaning task comply with all infection control requirements. Assist the Cook with all food plating, delivery and collection functions including the clean and sanitising of cooking and food preparation areas.
- Apply a '*clean as you go*' attitude towards all food preparation and cleaning tasks, in addition to ensuring that all areas of the health service, including the kitchen, are maintained to the highest standard of appearance and meet all required infection control requirements and The Victorian Cleaning Standards 2011.
- Dispose of waste in accordance with EWHS and EPA guidelines.
- Ensure that EWHS furniture, equipment and facilities are maintained in good working order and any faults are reported in a timely manner to the Chef/Cook in charge.

Teamwork & Communication

- Actively promote a team environment that strives for innovation and improvement in all processes.
- Demonstrated ability to work consistently and positively within a team to achieve consumer focused outcomes.
- Work collaboratively with all members of the multidisciplinary team to facilitate integrated person centred care.

Quality / Safety & Risk Management

- Demonstrate a working knowledge of all relevant external legislation and internal EWHS policies and procedures.
- Actively participate in and contribute to all quality improvement activities.
- Minimise incidents of infection control breaches that may impact resident/patient safety.
- Actively cooperate with EWHS Occupational Health, Safety and Risk policies and to participate in appropriate education and evaluation activities.
- Actively participate in staff meetings and professional development programs.
- Be aware of the EWHS Fire Safety and Evacuation Procedure and any responsibilities allocated to particular persons.
- Knowledge of EWHS Risk Management policies and procedures.
- The ability to recognize risks while performing day to day duties and report any identified risks, and where appropriate assist management to develop and implement effective measures for the management of risk.
- Be aware of and ensure compliance with EWHS Manual Handling policies and procedures.
- Use chemicals according to SDS (Safety Data Sheets) sheets and product information sheets, and use appropriate PPE (Personal Protective Equipment) when using and handling chemicals.

Integrity

- The values and expected behaviours at EWHS support ethical and responsible decision-making and a culture where all staff behave with integrity and respond appropriately if behaviour (at any level within an organisation) falls short of expectations.
- EWHS's disclosure and reporting processes provide confidentiality, utilise effective investigation and escalation mechanisms and include a range of actions to address fraudulent, corrupt or other unacceptable employee behaviours.
- If you suspect unethical, fraudulent or corrupt behaviour, it is imperative to report that behaviour. Sometimes this behaviour is managed internally but if it meets the mandatory minimum requirements, the CEO as the principal officer at EWHS has a statutory obligation to report material issues to the Independent Broad-based Anticorruption Commission (IBAC)
- Reports can be made directly to the CEO or the Board depending upon the level within the organisation the suspected behaviour is occurring.

PERFORMANCE INDICATORS

- Food presented to consumers is of a quality standard and consistent with planned 4-week cycle menu and individual modified dietary requirements.
- All duties are finished by the end of the shift.
- Menu provides good choice and meets resident cultural requirements and special needs.
- Menu complies with resident's nutritional and dietary needs.



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- Kitchen is well stocked, supplies are rotated and stored correctly. Supplies and stock levels are adequate for service.
- Kitchen is clean and hygienic. Benches are clear and equipment stored and easy to locate. Kitchen is clean and orderly for the next shift.
- Compliance with the Education Training Schedule (ETS).

KEY BEHAVIORAL COMPETANCIES

- Time Management
- Function / Technical Skills
- Integrity & Trust
- Priority Setting
- Customer Service
- Approachability

KEY SELECTION CRITERIA

Essential

- Demonstrated knowledge and/or experience working in hospitality including catering and cleaning.
- Evidence of ability to work to a high standard with minimal supervision and commitment to work as part of a team.
- Effective communication skills when speaking with residents, patients, clients, staff & community members.
- Genuine desire to work in the hospitality service and perform cleaning duties within a health service environment.
- Understanding of safe food handling and cleaning standards.
- A willingness to work weekends and variable shifts as required.
- Evidence of contribution to build a positive team culture.
- A current National Police Check or ability to obtain a satisfactory check.
- A Working with Children Check (employment) or ability to obtain a satisfactory check.
- Evidence of recent annual influenza immunisation or willingness to obtain
- Evidence of full immunisation against COVID-19

Desirable

- Food Handling certificate
- Previous experience in customer service
- Experience in team building and culture
- Good understanding of catering operations

The Food & Domestic Service Assistant at East Wimmera Health Service will hold:

- A current Victorian Drivers Licence.
- Ability to comply with the "Behavioural Outcomes" for this role.

East Wimmera Health Service

STANDARDS OF BEHAVIOUR

Our staff will always:

Our staff will not:

Together	<ul style="list-style-type: none"> • Work as part of the team • Mentor others • Provide encouragement to others • Care for others the way they would like to be cared for themselves • Partner with consumers in decision making about their healthcare 	<ul style="list-style-type: none"> • Be self-centered • Have inappropriate conversations with others • Demonstrate a “can’t-do” attitude • Ignore feedback given by patients or colleagues • Avoid responsibility • Refuse to assist others with their workload
Honesty	<ul style="list-style-type: none"> • Be open & honest with ourselves and with others • Make ethical decisions • Bring ourselves to work • Maintain high levels of integrity • Be responsible and accountable 	<ul style="list-style-type: none"> • Be dishonest • Be unreliable • Pass the buck • Be lazy
Empathy	<ul style="list-style-type: none"> • Commit to delivering a positive health experience to every person every time • Show compassion to all people • Demonstrate empathy & understanding 	<ul style="list-style-type: none"> • Be sarcastic • Be judgmental • Make care decisions without consulting the consumer
Community	<ul style="list-style-type: none"> • Maintain customer focus • Lead by example • Be responsible & accountable for their own actions • Stand up and take action • Escalate issues or behaviours of concern 	<ul style="list-style-type: none"> • Be hypocritical • Contribute to rumours • Discriminate against others • Think they’re better than others • Be passive
Open	<ul style="list-style-type: none"> • Demonstrate consistency • Treat people equally • Be considerate & understanding • Be collaborative and collegiate • Deal with issues 	<ul style="list-style-type: none"> • Demonstrate favouritism & exclusion • Withhold information • Ignore issues
Respect	<ul style="list-style-type: none"> • Maintain confidentiality & privacy • Be punctual • Listen to others & accept differences • Respond courteously • Greet all people by saying hello, smiling and introducing themselves • Be culturally informed and sensitive • Respect diverse opinions 	<ul style="list-style-type: none"> • Be arrogant • Be disrespectful • Display rudeness • Bully, harass or display aggression • Allow unacceptable behaviour
Excellence	<ul style="list-style-type: none"> • Expect and deliver excellence • Persevere to do the best job they can • Strive continuously to improve • Be professional & enthusiastic • Have the courage to question what we do 	<ul style="list-style-type: none"> • Give up • Accept mediocrity • Leave an untidy workplace

Staff at EWHS must also comply with both the Industry and organisational Code of Conduct



RISK ASSESSMENT / JOB ANALYSIS

East Wimmera Health Service provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

(Please mark (eg X or ✓) to those that apply to this position)

Aspects of Normal Workplace	Frequency			
Work Environment	Occasionally	Regularly	Continual	NA
• Work with the possibility of extended hours	✓			
• Work in locations geographically separated from main facility	✓			
• Working off site which may include clients homes				✓
• Clinical areas		✓		
• Travelling or Driving in cars on a regular basis	✓			
Work Activity				
• Manage demanding and changing workloads and competing priorities		✓		
• Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time	✓			
• Sitting at the computer for extended periods of time	✓			
• Sitting in meetings for extended periods of time	✓			
• Use of technology including photocopiers, telephones	✓			
• Undertake manual handling of equipment		✓		
• Patient Handling (<i>No Lift Program operates throughout EWHS</i>)				✓
• Exposure to Substances (<i>Protective equipment & procedures in place to prevent contact</i>)		✓		
Work relationships				
• Work in a team environment and at times independently			✓	
• Interaction with staff from other disciplines and departments		✓		
• Interacts with: <ul style="list-style-type: none"> ○ colleagues and other hospital staff ○ members of the public ○ Patients and relatives 			✓ ✓ ✓	



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I acknowledge:

- That I have read and fully understand the Position Description and the position's Job Analysis.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That EWHS may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

Name (please print) _____

Signature _____

Date _____

Document Control

Executive Sponsor: Director of People & Culture

Manager Responsible: Support Services Manager

Author(s): Support Services Manager

Last Review: 02 May 2023

Next Review: 02 May 2025