



<b>Position Title</b>	<b>Food Services Assistant</b>
<b>Site/Location</b>	<b>Mornington and Hastings</b>
<b>Unit/Department</b>	<b>Hospitality Services</b>
<b>Classification</b>	<b>As per the Support Services Agreement</b>
<b>Reports to</b>	<b>Manager of Support Services and Procurement/ Food Services Team Leader</b>
<b>Supervisory responsibilities</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Key relationships</b>	<ul style="list-style-type: none"> <li>Patients, families and support networks</li> <li>Hospital/Aged Care staff and Volunteers</li> </ul>
<b>Overall Job Purpose</b>	A member of the Food Services team who under the supervision of the Manager of Support Services and Procurement, Food Services Team Leader or Head Chef delivers support services to patients, doctors, staff, visitors and other hospital clients, in a safe, courteous and professional manner.
<b>Values</b>	<p>Proactively demonstrate behaviour that engenders and promotes the Values of The Bays Healthcare Group Inc.</p> <p>At The Bays Healthcare, we seek to pursue the following values:</p> <p><b>Integrity</b> Being honest in our dealings with others.</p> <p><b>Compassion</b> Recognising the physical, social and emotional needs of our patients, residents and families as well as our staff.</p> <p><b>Accountability</b> Being responsible for and mindful of the consequences of our actions.</p> <p><b>Respect</b> Acknowledging the rights and opinions of others as we work together as a team.</p> <p><b>Excellence</b> Continually improving quality and efficiency.</p> <p>If we all embrace an “I CARE” philosophy, we will be successful as individuals, as an organisation and as a community.</p>
<b>WH&amp;S</b>	<ul style="list-style-type: none"> <li>Present fit for work and able to undertake duties in line with the physical inherent requirements of the role</li> <li>Work in a safe manner and ensure that any people who report to you, and/or you work with, work safely</li> <li>Adhere with the current Work Health &amp; Safety policies and procedures of the organisation in line with the Occupational Health &amp; Safety Act 2004</li> <li>Identify, assess, prioritise and control risks to health &amp; safety of employees, patients, residents, contractors and visitors</li> <li>Report any hazardous conditions, near misses and injuries immediately to your supervisor in line with incident reporting procedures</li> </ul>
<b>Quality and Risk Management</b>	<p>Understands and complies with all quality and risk related policies, procedures and systems in line with organisation expectations and role responsibilities.</p> <p>These policy and procedures include:</p> <ul style="list-style-type: none"> <li>Organisational</li> <li>Clinical</li> <li>Infection Control</li> <li>WH&amp;S</li> <li>Emergency Response</li> <li>Aged Care</li> <li>Specialty Clinical areas i.e. Maternity, Theatre, Dialysis, ICU</li> <li>Environmental Services</li> <li>Administration</li> <li>Catering</li> <li>Participate in the organisation’s accreditation processes</li> <li>Be compliant with and have a sound understanding of ISO 9001:2015</li> <li>Be compliant with and have an advanced understanding of relevant standards i.e. the National Standards for hospital, the current Aged Care Quality of Care Principles and Standards</li> <li>Participate in the organisation’s Quality Management and Control program</li> <li>Participate in the collection of Clinical and Process indicators</li> <li>Understand the Severity Assessment matrix and reporting system</li> </ul>

	<ul style="list-style-type: none"> <li>• Implement and undertake case reviews, peer review and improvement proposals as required</li> <li>• Be aware of and comply with all Commonwealth and State statutory and regulatory requirements in relation to privacy</li> <li>• Adhere with the current Occupational Health &amp; Safety policies and procedures of the organisation in line with the Occupational Health &amp; Safety Act 2004</li> <li>• Adheres to and is aware of the information in relation to the Child Protection (Prohibited Employment) Act 1998 and understand responsibilities and obligations under this Act. Has declared that they are not a person prohibited by The Act from seeking, undertaking, or remaining in child related employment</li> <li>• Undertake periodic police checks in line with role responsibilities, organisation policy and police check rules</li> </ul>
<b>Professional Development and Performance Appraisal</b>	<ul style="list-style-type: none"> <li>• Demonstrate responsibility for own professional development by continually updating professional knowledge and skills.</li> <li>• Collaborate and build the team by exchange of knowledge and skills</li> <li>• Participate in own and lead team performance appraisals in line with organisation expectations</li> <li>• Complete mandatory and compliance education as required annually and bi-annually as set out in the Mandatory Education policy</li> </ul>
<b>KPIs/ Measures</b>	<ul style="list-style-type: none"> <li>• KPIs and measures, in addition to those listed below, are developed, agreed and measured in line with the strategic and operational requirements of the role as well as any projects allocated to the role. These measures are reviewed periodically.</li> </ul>
<b>Major Responsibilities</b>  Client Care	<ul style="list-style-type: none"> <li>• To ensure food services duties are attended to in an efficient and timely manner</li> <li>• <b>Customer / patient centric approach– ensuring that service delivery epitomises The Bays Values in each and every interaction.</b></li> <li>• Notify Diet Monitor and Chef in charge of any changes to patients needs to ensure correct care is provided</li> <li>• Maintain close liaison with Manager of Support Services and Procurement, Food Services Team Leader, Head Chef and other members of the Food Services team regarding clients and special care or requirements they may have</li> <li>• Inform Manager of Support Services and Procurement of any complaints received by clients about the service(s) provided by Food Services</li> <li>• Communicate special needs or requests to the Manager of Support Services and Procurement so that those needs can be met (where appropriate)</li> </ul>
Professional	<ul style="list-style-type: none"> <li>• Function within legislation effecting Food Services</li> <li>• <b>Strict adherence to Site Food Safety Program requirements, including championing Corrective Actions as appropriate.</b></li> <li>• Work within own abilities and qualifications</li> <li>• Participate in departmental meetings</li> <li>• Participate in the orientation of new staff to Food Services</li> <li>• Participate in in-service sessions available within the organisation</li> <li>• Work in adherence to established department specific Standard Operating Procedures</li> <li>• Complete mandatory training, ensuring qualifications are current to requirement</li> <li>• Support the Food Services Leadership Team in all practical operational requests as required</li> </ul>
Public Relations	<ul style="list-style-type: none"> <li>• Maintain good communication with unit managers, senior staff and all other staff, to promote good working relationships</li> <li>• Encourage clients' suggestions for improvement</li> <li>• Ensure the Manager of Support Services and Procurement is informed about any dissatisfaction with Food Services or hospital services by clients or other staff</li> <li>• Encourage use of hospital/resident facilities by the community</li> </ul>
<b>Security Check</b>	Relevant security checks, including: background checks, Registration checks, Working with Children Checks, National Police Check, Working Rights (Visa Check) and other checks that are deemed necessary for specific role as requested by The Bays Healthcare Group Inc.
<b>Qualifications / Experience - Mandatory</b>	<ul style="list-style-type: none"> <li>• Annual renewal of Food Handler Certificate (inclusive of HLT FSE001 component)</li> <li>• <b>ASCIA Allergen Training</b></li> </ul>
<b>Qualifications / Experience- Desirable</b>	<ul style="list-style-type: none"> <li>• Recent experience within a Health and/or Aged Care facility</li> <li>• Understanding of Infection Control Guidelines</li> </ul>



<b>Personal Competencies Required</b>	<ul style="list-style-type: none"><li>• Uses and promotes effective communication and interpersonal skills</li><li>• A high degree of initiative with an ability to problem solve</li><li>• A willingness to help others</li></ul>
<b>Job Competencies Required</b>	<ul style="list-style-type: none"><li>• Ability to work autonomously and within a collaborative team environment</li><li>• Well-developed time management skills with the ability to prioritise</li><li>• To carry out work in an efficient and effective manner</li></ul>
<b>Inherent Requirements</b>	<ul style="list-style-type: none"><li>• Able to fulfil the inherent requirements of the role as per the Job Demands Checklist</li><li>• Able to use equipment and tools safely and without physical or other restriction</li><li>• Undertake assessment of ability to physically and mentally meet the requirements of the role</li><li>• Manual Handling, equipment use instructions and inherent physical requirements of the role may change. It is the employee's responsibility to complete mandatory education and other education activities in relation to the role's requirements</li></ul>

**Note:** *Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

Approved: \_\_\_\_\_  
Signed, Manager Title

/ /  
Reviewed Date

I have read and understood the contents of this position description and the expectations of my role.

Approved: \_\_\_\_\_  
Signed, Employee

/ /  
Date

\_\_\_\_\_  
Print Name, Employee