

Austin Health Position Description



Position Title: Food Service Assistant Casual

Classification:	Food & Domestic Service Assistant- IN14 Grade 2
Business Unit/ Department:	Food Services
Agreement:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS)SINGLE INTEREST ENTERPRISE AGREEMENT 2021 - 2025
Employment Type:	Casual
Hours per week:	As required
Reports to:	Food Services Supervisor
Direct Reports:	NIL
Financial management:	Budget: 0
Date:	20 th July -2022

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home, and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors and 3,000 nurses and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is shaping the future through exceptional care, discovery and learning.

Our values define who we are, shape our culture and the behaviours, practices and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve and we shape the future. www.austin.org.au/about-us

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at

Position Purpose

To work in a team to provide a high-quality comprehensive food service delivery to patients within the budgetary restraints

To strive for continuous improvement in all aspects of customer / patient service within the Department

To maintain the highest standards of personal and workplace hygiene through participation of the Food Safety Plan.

To abide to the Occupational Health and Safety guidelines set within the department.

About Food Services

The Austin Health Food Services Department is an in-house service which consists of the following two business units:

- **Patient Food Services:** provides patient meals for all Austin Health campus' as well as providing a patient meals service to Royal Women's Hospital. Currently the Austin Health Patient Food Services Department is plating approximately 2700 cook/chill meals each day. Food Services has 138 staff.
- **Medi-Chef:** is located on the Heidelberg Repatriation Hospital (HRH) campus. Medi-Chef produces cook/chill (short shelf life and long shelf life) meal components for both Austin Health and other clients. Medi-Chef has 25 staff and currently produces 128,000 meals components per week.

Purpose and Accountabilities

Role Specific:

- To perform patient meal plating & meal delivery.
- To provide a high level of customer service to patients and staff.
- To complete food safety records as required.
- To report any food safety and or OH&S discrepancy to your immediate supervisor.
- To follow department OH&S guidelines and standard operating procedures.
- To perform all dishwashing and general and/or specific cleaning duties.
- To follow Food Safety Principles.
- To prepare food and special fluid beverage as per recipe specification.
- To prepare all cold larder and ready to eat products requirements as per specification.
- To remove rubbish and linen as required.
- To replenish stock as required.
- To complete all online mandatory training modules as required.
- To follow other duties as directed by Supervisor.
- To be able to work across sites.
- To be flexible to work across shifts.
- To attend meetings and training sessions as required.
- To ensure safe work practices and environment in accordance with Austin Health Policies as varied from time to time.
- To abide by Austin Health corporate policies and practices as varied from time to time.
- To participate in Austin Health performance appraisal program as required.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): <http://eppic/>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

People Management Roles:

- Ensure clear accountability for quality and safety within the department
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional
- Be aware of and comply with the core education, training and development policy.

Selection Criteria

Essential Knowledge and skills:

- Year 10 or equivalent.
- Hold a current certificate in Food Handling & Hygiene,
- Have the ability to work in a busy team environment and time manage.
- Have a strong interest in customer service with patients and nursing staff
- Have attention to detail with food presentation and tray accuracy
- Have sound knowledge of dietary information, in particular allergens and the prevention of cross contamination.
- Have a strong focus on tray accuracy.
- Have good organizational skills.
- Have flexibility in roster availability.
- Have sound knowledge of OH&S workplace.
- Have sound knowledge of personal hygiene practices.
- Have sound level of written and verbal English skills.
- Have good physical fitness.
- Have the ability to communicate effectively with all stakeholders regarding patient safety concerns.
- Have the ability to learn the job tasks and the local knowledge quickly

Desirable but not essential:

- Previous food services experience
- Large scale hospitality experience

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website: <http://www.austin.org.au/careers/Aborigineemployment/>

Document Review Agreement

Manager Signature	
Employee Signature	
Date	

People Management Role-Direct Reports

Infrastructure & Commercial Support Services

