

# Austin Health Position Description



**Position Title: Food Service Supervisor**

Classification:	HS2
Business Unit/ Department:	Support Services, Infrastructure & Services Food Services Department
Work location:	Austin Health <input checked="" type="checkbox"/> Heidelberg Repatriation <input type="checkbox"/> Royal Talbot <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Full-Time
Hours per week:	38 hrs per week
Reports to:	Operations Coordinator Patient Food Services
Direct Reports:	10-15 staff per shift
Financial management:	Budget: \$0
Date:	November 2024

## About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.

Our vision is to shape the future through exceptional care, discovery, and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

## Position Purpose

The Food Safety Supervisor is required to oversee the production, plating and delivering of nutritious high-quality meals in line with our Food Safety Program.

The role is responsible to liaise with other day Shift Supervisors in ensuring the daily requirements are met, to discuss annual leave plans, utilisation of casual staff, etc.

The role also entails liaising with the Menu Monitors in ensuring that the correct dietary information is supplied, meal demand numbers and patient movement information is provided.

## About Patient 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.

## **Role Specific:**

### **Supervision and Staffing Levels**

- To roster staff according to the agreed daily staffing levels meeting budgetary targets.
- To roster staff annual leave as per the Department's agreed number.
- To notify the Operations Manager of any abnormalities in the staffing roster due to long-term sick leave, potential excess annual leave.
- To adhere to the Austin Health Code of Conduct policy. All non-acceptable behaviour needs to be documented in detail and reported to the Operations Manager.
- To ensure that sufficient staff are available at all times per shift to organise on-call casuals and overtime when necessary to cover short-term absenteeism.
- To consult with the Operations Manager about replacing staff on long-term absence, i.e., LSL, Work Cover, etc.

### **Training**

- To ensure that 100% of staff have completed their annual mandatory training.
- To have documented training records for all staff have achieved competence in all areas.
- To supervise training of all new casual staff to the required standard.
- To maintain and update currency for all duty statements for each position electronically.
- To ensure all staff are proficient in all duties.
- To ensure that staff are systematically taught all duties.
- To regularly check that staff are following the correct procedures and where necessary organise retraining.
- Liaise with Operations Manager to organise group training sessions i.e., Demonstrations, videos etc.
- To update all duty statements electronically for each position in the department as positions change to meet the hospital's demands.
- To train each new staff member to the standard required for each position.

### **Time Keeping**

- To report any time keeping discrepancies to the Operations Manager for approval.
- To be responsible for time calculation and documentation for staffing shifts per day
- To be responsible for accurate Kronos data entry.
- To report any time keeping discrepancies to the Operations Manager for approval

### **Stores Orders, Stock Control and Production**

- To ensure that there is always sufficient stock available for the department to function properly.
- To utilise Chefmax reports in determining production and stock levels.
- To ensure that there is minimal food wastage in stores due to a correct stock rotation system.
- Take all steps to prevent spoilage or pilfering of any stock.
- Ensure that all stock is used according to date of arrival i.e., first in, first out basis.

### **Equipment and Utensils**

- Ensure that there is always suitable crockery equipment stock for patient meal service Ensure that equipment stock is safe to use and compliant to the Food Safety Act.
- Ensure that there is always sufficient stock to use for the race service.
- Ensure that there is always sufficient clean and adequate equipment and utensils available.
- Ensure that chipped and cracked crockery, damaged trays and bent or damaged cutlery is not used.

### **Quality Control, Food Presentation and Tray Accuracy**

- To ensure that all trays are checked on the patient meal race are 100% accurate regarding patient selection and diet code suitability.
- To report any issues with food quality to the Quality and Compliance Coordinator
- To ensure that RWH contract compliance is met 100%
- Liaise daily with staff to ensure that food is presented to patients properly. Ensure staff are aware of portioning requirements and plate and tray presentation.
- Discuss with Operations Manager any problem related to food quality and presentation.
- To ensure that all trays are checked on the patient meal race are 100% accurate regarding patient selection and diet code suitability.

### **Housekeeping**

- Ensure that the Kitchen, equipment, trolleys are always clean
- Ensure staff fulfill their duty roster Completion of Food Safety Records regarding Housekeeping, Dishwasher Temperatures and general maintenance.
- To report all Dishwasher faults with Mieko and Ecolab as required.
- To notify the Operations Manager if the problem needs to be escalated.
- Ensure that the work area is always clean and tidy, and that sufficient cleaning equipment and materials are always available.
- Ensure all duties are carried out in a satisfactory manner and cleaning schedules are signed daily.

## **Customer Service**

- To ensure staff are trained in customer service areas that enhance the patient food service experience.
- To follow up patient complaints
- To acknowledge patient complaints as genuine and to represent the department.
- To liaise with Nursing Staff, Dietitians, Speech Pathology

## **Safety**

- To ensure that all staff operate equipment safely. To investigate safety issues with the Operations Manager
- Ensure that all staff are fully aware of safety procedures.
- Organise with Operations Manager training sessions for all staff in manual handling, fire protection, safety procedures, personal hygiene, housekeeping, electrical safety, etc.
- Ensure that all accidents are fully documented. Advise Operations Manager action taken or suggested to prevent recurrence of any accident.
- Ensure that all equipment is in sound working order.

## **Food Safety**

- To collect and monitor completed Food Safety Records.
- To ensure compliance with the Department's Food Safety Plan.
- To investigate noncompliance of Food Safety Records
- To investigate food safety issues.
- To ensure that RWH contract compliance is met 100%
- To apply food safety and hygiene requirements in accordance with the Department's Food Safety Plan.
- To be responsible for ensuring the Departmental Food Safety Plan is adhered to by all staff.
- To be responsible for compiling and completing all relevant food safety and Hygiene audits.

## **All Employees:**

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues, and members of the public. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

### People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives.
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs.
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements.

## Selection Criteria

- Demonstrated good communication skills.
- Demonstrated how to lead by example.
- Able to work flexible hours.
- Demonstrated superior customer service skills.
- Demonstrated commitment to quality service.
- Demonstrated ability to work within a team.
- Demonstrated ability to work Autonomously.

## 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

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our website.

## Document Review Agreement

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	

## Management Role-Direct Reports

