

Position Description

Food Services Supervisor

Classification:	HS2 - ADMIN OFFICER GRADE 2
Business unit/department:	Patient Food Services
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" 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
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	38
Reports to:	Operations Coordinator Patient food Services
Direct reports:	10 - 15 staff per shift
Financial management:	Budget: Nil
Date:	April'26

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

- To ensure Operational team comply with Health Safety and Wellness requirements at all times.
- To ensure compliance with the Austin Health's Food Safety Plan and Hazard Analysis Critical Control Points (HACCP) requirements.
- To lead the Operational team by shift and to provide high quality comprehensive meal service to patients and customers.
- The role is responsible in ensuring that patient meal service is delivered in compliance with the Department's food safety plan and meets patient satisfaction expectations regarding the overall meal experience. The supervisor is responsible to supervise all shift teams in regard to production of meals items, plating and assembly of meal service, cleaning and equipment efficiency and on time meal delivery service.
- The role is required to liaise with other shift Supervisors in ensuring the daily staffing and rostering requirements are met.

- The role is also responsible to liaise with the Menu Monitors in ensuring that the correct dietary information is supplied, meal demand numbers and patient movement information is provided.
- The role is responsible for timely escalation and daily reporting of incidents to the Operations Coordinators/ Manager. Liaise with Menu Monitors and Nursing staff to ensure an efficient service to patients.

About the Directorate/Division/Department

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.
- **MediChef:** is located on the Heidelberg Repatriation Hospital (HRH) campus. Med-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.

Position responsibilities

- Oversee daily meal service by shift to ensure 100% tray accuracy and diet code compliance on the patient meal food assembly line, maintain high food quality and presentation standards, promptly report any quality issues to the Operations Coordinator/Manager, and ensure full compliance with client contractual requirements.
- Ensure all housekeeping duties are carried out in a satisfactory manner and that GMP (Good Manufacturing Practices) are carried out consistently across all areas at all times.
- To acknowledge patient complaints and liaise with ward staff for prompt mitigation.
- Ensure accurate timekeeping and Kronos data entry for staffing shifts and adhere to daily budgeted hours and promptly report any discrepancies to the Operations Coordinator for approval.
- Manage efficient operations, using electronic meal management reports to guide production and stock levels.
- Maintain accurate stock accountability through FIFO (First in First Out) practices, minimise waste and spoilage, prevent loss or pilferage, and promptly escalate any stock issues or anomalies to the Operations Coordinator.
- Monitor and ensure sufficient, clean, and compliant equipment and utensils are always available for meal service.
- Report any faulty equipment to the Facilities Maintenance Department.

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 centred care.



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- 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

Essential skills and experience:

- Minimum 3 years supervisory experience in large-scale food production facility (Healthcare preferred), with strong organisational skills, workload prioritisation, and the ability to work autonomously and flexibly.
- Demonstrated leadership by example with excellent communication, teamwork, customer service, and a strong commitment to quality service delivery.

Desirable but not essential:

- Demonstrated working knowledge of the Victorian public health care system.

Professional qualifications and registration requirements

- Degree or diploma qualification in Food Management/Supervision or related.
- Food safety supervisor certificate for working in health and community service settings (HLTFSE001, HLTFS005, HLTFS007) and HACCP certification from nationally accredited bodies.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.



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Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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