

Position Description

Operations Manager Patient Food Services

Classification:	HS4
Business unit/department:	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:	Choose an item. Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025 Choose an item.
Employment type:	Full-Time (end August 2025)
Hours per week:	38
Reports to:	General Manager Food Services
Direct reports:	6
Financial management:	Budget: \$12.5M
Date:	August 2025

Position purpose

To manage the operational and business activities of Austin Health's Patient Food Services including effectively and efficiently managing risk and ensuring compliance with food safety requirements. This includes providing patient meals for all Austin Health campuses along with patient meals for the Royal Women's Hospital.

The role operationally manages the finishing kitchens at 3 locations: Austin Hospital, Royal Talbot Rehabilitation Hospital and the Heidelberg Repatriation Hospital.

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.

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.

Position responsibilities

- Effectively lead the Patient Food Services team at all campuses.
- Ensure that Patient Food Services meets its contractual obligations with its clients and enhance relations with all stakeholders.
- Lead business & operational meetings and special event planning.
- Manage and monitor operational KRA's to ensure resource planning is within budget and meets volume forecasts.
- Build a high-performance team through clearly defined objectives, development plans, open and transparent communication.
- Drive engagement at all levels of the business, facilitate the sharing of ideas in a way that supports the achievement of key measures and drives continuous improvement.
- Ensure the continual review, improvement, and maintenance of operational activities to drive efficiency, service, safety, engagement, and value within Patient Food Services.
- Drive accountability within the business and ensure that the Austin values and safety culture is embedded at all levels.
- Promote succession and development planning at all levels of the business through clearly defined recruitment procedures, open and transparent communication, feedback to team members and relief opportunities.
- Ensure Patient Food Services assets are effectively maintained with contingencies in place.
- Identify, manage and minimize Food safety & OHS risks.
- Influence change including implementing additional or new food and trending meal options with a commercial outlook.
- Support the General Manager Food Services to identify new business improvement opportunities and initiatives and ensure timely escalation of issues where applicable.
- Participate in Austin Health committees as required.
- Undertake any other duties as directed by the General Manager, Food Services.
- Travel to various Austin Health sites as required.
- Ensure clear accountability for quality and safety within the department.
- Ensure every patient receives the right meal corresponding to their dietary needs.
- Ensure budgetary KRA's are met for all the 3 finishing kitchens.
- Drive a positive culture within the team.
- 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 skills and experience:

- Extensive experience in the management of large-scale food services operations.
- Extensive experience in food management, risk and safety management systems including but not limited to HACCP, ERP
- Fair understanding of therapeutic dietary requirements, food allergy management and prescribed diet codes.



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- Ability to effectively manage budgets including ensuring sound performance and reporting implementing cost control measures.
- A track record in effectively leading teams and achieving positive outcomes.
- Experience in effective management of food production assets as well as achieving productivity improvements.
- Strong written and verbal communications skills
- Advanced computer skills e.g., MS Suite including Word, Outlook, Excel.
- A valid driver's license.

Professional qualifications and registration requirements

- Degree or diploma qualification in Food Management/Administration.

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.

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.



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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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