

Operations Coordinator Patient Food Services

Classification:	HS3
Business unit/department:	Food Services
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 hours
Reports to:	Operations Manager Patient Food Services
Direct reports:	7 EFT
Financial management:	Budget: \$0
Date:	October 2025

Position purpose

To support 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 ensuring Patient Food Services provides safe meals for all Austin Health campuses along with patient meals for the Royal Women's Hospital.

The role operationally coordinates and manages the finishing kitchen at Austin Hospital and Royal Talbot Rehabilitation Hospital and the receiving kitchen at the Heidelberg Repatriation Hospital.

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. MediChef 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

- Support the Operations Manager, Patient Food Services to effectively lead the Supervisors and Menu monitors, and Stores personnel at each of the finishing kitchens located across the three campuses.
- Ensure Austin Health policies and procedures including food safety and departmental SOPs are maintained and embedded in local work areas.
- To coordinate with Supervisors and the Menu Monitors including meal management system-cbord, rosters, ensuring required staffing levels, managing performance as well as organizing training and other skill development opportunities.
- To assist in building and maintaining the patient meal management system - cbord, administration of data base system.
- Engage with all internal and external stakeholders on changes relating to Dietetics and Nutrition, customers and suppliers and service providers.
- Manage budgets including implementing cost control measures as guided by the Operations Manager, Patient Food Services.
- Be an effective leader in bringing about positive change and influencing an inclusive and positive culture in the workplace.
- Undertake people supervision activities including rosters, ensuring required staffing levels are met and managing performance.
- Ensure stock levels are maintained, and appropriate ordering of items are undertaken.
- Ensure the Health, Safety and Wellbeing of the team is maintained and the reporting and follow-up of safety incidents including Riskman and near misses is effectively and promptly managed.
- Support the Operations Manager Food Services to identify new business improvement opportunities and initiatives.
- Participate in Austin Health committees as required.
- Undertake other duties as directed by the General Manager, Food Services.
- Travel to various Austin Health sites as required.
- This position is required to work on a rotating shift roster to meet operational needs.

Selection criteria

Essential skills and experience:

- Experience in a hospital-based meal management system (i.e., cbord, Delegate or similar leading a large-scale food services operation.
- Experience in warehouse or supply chain systems (i.e., Oracle FMIS or similar)
- Sound knowledge dietary and nutritional requirements and restrictions
- Knowledge and understanding of food safety including HACCP, Food Safety Plans and fulfilling all reporting requirements.
- Ability to report food supplies budgetary variances and implement cost control measures where required and directed by the Operations Manager, Patient Food Services.
- Self-motivated and outcome driven.
- Advanced computer skills e.g., MS Word, Outlook, Excel.
- Experience in supervising teams and as a change leader.
- Excellent written and verbal communication skills.
- Experience in the identification and implementation of improvement initiatives (i.e., systems & process improvements)

Desirable but not essential:

- Degree or diploma qualification in Operational Patient Food Service Management/Administration.
- Food Safety Supervisor Certification.



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

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 patient-centred 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.

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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