

Position Description

Position Title: Food Service Assistant

Classification:	Food & Domestic Service Assistant-IN14
Business unit/department:	Food Services-Medi Chef
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <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 Choose an item. Choose an item.
Employment type:	Casual
Hours per week:	As Required
Reports to:	Head Chef
Direct reports:	Nil
Financial management:	Budget: N/A
Date:	17/06/2025

Position purpose

The Food Services Assistant (Production) supports the preparation and portioning of meals in Austin Health's central food production kitchen. The role ensures meals are produced safely, accurately, and efficiently according to dietary requirements, food safety standards, and production schedules. Working as part of a team, the FSA helps to produce high-quality, nutritious meals, contributing to patient care and service excellence.

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. 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

Role Specific:

- Prepare meal as per the production plan.
- Dishwashing, general, and specific cleaning duties.
- Receive and store incoming goods as per the Food Safety plan.
- Assist cooks as and when required.
- Removal of waste and linen as per the procedures.
- To rotate stock on First in First Out principles and to store foods in an appropriate manner when required.
- To assist with the unloading and storage of all food items when required.
- To assist in dispatch area of production when required.
- Maintain a clean and hygienic work area.
- To monitor and maintain chemical levels as required.
- To recycle all waste as per departmental policy.
- To use all chemicals according to manufacturer's instructions and departmental safety guidelines.
- Ensure full compliance of Food Safety Standards and departmental Food Safety Program
- Duties as directed by Supervisor

Selection criteria

Essential Knowledge and skills:

- Ability to work effectively in a fast-paced team environment with good time management skills.
- Knowledge of dietary requirements, including allergen management and cross-contamination prevention.
- Strong organizational skills.
- Flexible and available to work across various shifts as rostered.
- Solid understanding of Occupational Health & Safety (OH&S) principles.
- Good knowledge of personal hygiene and safe food handling practices.
- Proficient verbal and written communication skills in English.
- Physically fit to perform the duties of the role.
- Ability to quickly learn job tasks and acquire site-specific knowledge.

Desirable but not essential:

- Experience in large scale production kitchen



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Professional qualifications and registration requirements

- Completion of Year 10 or equivalent.
- Current Food Handling and Hygiene Certificate

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



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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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