



<b>Role Title:</b>	Food Services Assistant
<b>Location:</b>	Alpine Health
<b>Service Unit:</b>	Catering
<b>Role Summary:</b>	<p>The Food Services Assistant is to provide an efficient food service for Alpine Health's facilities by undertaking meal preparation, food service, and kitchen cleaning.</p> <p>The Food Services Assistant will maintain a strong focus on customer service and quality meal production whilst maintaining compliance with Alpine Health's food safety program.</p>
<b>Classification:</b>	As per the Victorian Public Health Sector (Health Professionals, Health and Allied Health services, Managers and Administrative Officers) Enterprise Agreement 2011-2015
<b>Employment contract:</b>	Permanent part or full-time.
<b>Remuneration:</b>	Remuneration will be in accordance with the above Award, classification Food and Domestic Assistant HA1. Salary Sacrificing is available.
<b>Key Performance Indicators:</b>	Appendix 1

**Education, skills, knowledge and behaviour.**

The incumbent will be required to possess the following levels of education, skills, knowledge and behaviour.

**Education:** Meets at least the minimum education requirements.

- Certificate III level qualification relevant to requirements of role

**Skills:** Plans and Implements – Interprets and uses information to respond to operational and client need, developing and implementing both planned and responsive strategies that contribute to a high functioning food service.

- Ability to practice across the scope of the four key competency domains of practice for the Food Services Assistant (outlined in detail below)
- Capacity to safely and appropriately utilise catering equipment
- Functioning computer knowledge
- Capacity and commitment to maintain confidentiality and demonstrate tact and discretion when dealing with people
- Ability to develop and pursue goals in keeping with overall organisational objectives
- Ability to translate standards and improvement opportunities into best practice
- The ability to cope effectively in unexpected or rapidly changing situations
- Ability to work across catering environments within a rotating roster
- The ability to undertake manual handling tasks

**Knowledge:** Can apply knowledge independently and in response to organisational and individual situations.

- Demonstrated experience in working within public or private hospital catering environments
- Demonstrated experience and knowledge of legislation and regulations pertinent to food safety, hygiene, and infection control
- Demonstrated knowledge of food safety standards
- Demonstrated knowledge of a person centred approach to care
- Demonstrated ability for effective communication, either written or verbal, with staff at all levels, patients, families and visitors
- Demonstrated experience, knowledge and understanding of contemporary ethical issues pertinent to the health profession
- Demonstrated understanding and commitment to Quality, Infection Prevention and Control, and WH&S principles.

**Behavioural and Personal traits:** Maintains a high level of self-awareness and is able to make choices about the application of this competency in various situations to effect the best results.

- **Responsiveness:** Provide frank, impartial and timely advice to the organisation; high quality services to the organization and the community; and identify and promote best practice.
- **Integrity:** Honesty, openness and transparency in dealings; use powers responsibly; report improper conduct; avoid any real or perceived conflicts of interest; and strive to earn and maintain public trust.
- **Strategic Thinking:** the ability to identify and develop goals in keeping with the strategic directions of Alpine Health and State and Commonwealth Policy;

- **Impartiality:** Make decisions, and provide advice on merit and without bias, caprice, favouritism or self interest; act fairly by considering all relevant facts and fair criteria; and implement policies equitably.
- **Accountability:** Work with clear objectives in a transparent manner; accept responsibility for decisions and actions; seek to achieve the best use of resources; and submit to appropriate scrutiny.
- **Customer Focus:** Deliver services in accordance with the identified needs of the community. Provide accurate, appropriate and up-to-date information and strategies.
- **Respect:** The treatment of others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; and the improvement of outcomes on an on-going basis. The ability to maintain confidentiality and to recognize the rights, dignity and independence of all people.
- **Quality Improvement:** To participate in continuous quality improvement activities as required by Alpine Health.
- **Human Rights:** To respect and promote the human rights set out in the Victorian Charter of Human Rights and Responsibilities (included in part C of the Alpine Health Code of Corporate Governance).
- **Leadership:** The ability to actively implement, promote and support organisational key qualities.

### **Key Competency Domains**

The level of competence expected to perform in each of the four domains is as follows:

Domains 1 through 4 below are informed by the skills, knowledge and behaviours listed above.

#### **Domain 1: Food Services Assistance**

Displays a customer service focus to support effective kitchen operations and quality food production and service to clients and residents of Alpine Health's clinical environments, applying knowledge in a professional, flexible and responsive manner to successfully maintain food safety standards

#### **Domain 2: Inter-Professional Teamwork**

Forms and manages relationships across the organisation, working collaboratively to establish and maintain clinical environments that foster high level performance, standards compliance, and continuous improvement

#### **Domain 3: Professional Communication**

Employs professionally appropriate communication styles in a range of contexts. Uses a range of techniques to elicit and provide information when working with people and ensures a high quality of care when working with colleagues and patients

#### **Domain 4: Personal Effectiveness**

Manages self to maintain effectiveness, inclusive of a commitment to continual professional learning and growth

Appendix 1

**Key Performance Indicators**

Service Unit – Catering

Role – Food Services Assistant

Patient Experience that Matters	Healthcare that Matters	Workforce Experience and Configuration that Matters	Partnerships that Matter	Sustainability that Matters
<p><b><u>Safety and quality</u></b></p> <ul style="list-style-type: none"> <li>• Food Safety Standards for Victorian Public Hospitals achieved</li> <li>• Standards maintained through auditing schedule and establishment of continuous improvement plan</li> </ul> <p><b><u>Responsive service</u></b></p> <ul style="list-style-type: none"> <li>• Provide a responsive food service to meet immediate and planned need</li> </ul>	<p><b><u>Patient experience of care</u></b></p> <ul style="list-style-type: none"> <li>• Kitchen and food service systems and schedules established that ensure quality practices and service</li> <li>• Food service is reliable and responsive</li> <li>• Meal production is nutritious and utilises quality produce and stores</li> <li>• Contribution to the measurement of patient experience</li> </ul> <p><b><u>Customer service</u></b></p> <ul style="list-style-type: none"> <li>• Interaction with Alpine Health clients and customers is professional, considerate, and respectful</li> <li>• Food service supports individual need</li> </ul> <p><b><u>Operational support</u></b></p> <ul style="list-style-type: none"> <li>• Effective and efficient administrative, document management, communication support, process management, associated with role</li> <li>• Responsive and flexible focus on meeting organisational need to support the effective delivery of health services</li> </ul>	<p><b><u>Workforce effectiveness</u></b></p> <ul style="list-style-type: none"> <li>• Contribute to health service planning both at a strategic and operational level</li> <li>• Attendance and contribution to catering and site meetings</li> <li>• Constructive engagement within regulatory and standards compliance</li> </ul> <p><b><u>Workforce accountability</u></b></p> <ul style="list-style-type: none"> <li>• Accountable for personal actions and decisions</li> <li>• Achievement of KPI's</li> <li>• Engagement twice annually in formal performance discussion</li> </ul> <p><b><u>Student experience and support</u></b></p> <ul style="list-style-type: none"> <li>• Contribution to supporting a positive learning environment</li> </ul>	<p><b><u>Partnerships and relationships</u></b></p> <ul style="list-style-type: none"> <li>• Contribution to the effectiveness of Catering Teams and catering environments</li> <li>• Effective relationships with patients, residents, family members and general public</li> <li>• Regular and consistent liaison with NUM, First Cook, Food Services Assistants, and clinical leaders</li> </ul>	<p><b><u>Economic sustainability</u></b></p> <ul style="list-style-type: none"> <li>• Contribute to the establishment efficiency and productivity targets arising from auditing processes</li> <li>• Use of improvement methodology to support practice</li> </ul> <p><b><u>Environmental management and sustainability</u></b></p> <ul style="list-style-type: none"> <li>• Management of personal 'green footprint'</li> <li>• Best practice procurement and management of stores and equipment</li> </ul> <p><b><u>Business continuity management</u></b></p> <ul style="list-style-type: none"> <li>• Compliant document management</li> <li>• Maintenance of catering equipment in a safe, clean and tidy manner</li> </ul> <p><b><u>Knowledge &amp; information management</u></b></p> <ul style="list-style-type: none"> <li>• Compliant privacy management</li> <li>• Compliant ICT security</li> </ul> <p><b><u>Risk management</u></b></p> <ul style="list-style-type: none"> <li>• Policy, procedure and work practice review</li> <li>• Personal contribution to risk management approach to infection control, WH&amp;S, quality</li> </ul>

**Document Authorisation**

Senior Manager signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff signature: \_\_\_\_\_ Date: \_\_\_\_\_