



## Food Service Assistant Position Description

This Position Description is comprised of broad professional statements of accountability. It is to be read in conjunction with Mildura Health Private Hospital Policies and Procedures and the relevant duty statement which is used as a guide for specific duties on a shift by shift basis.

<b>Qualifications, Experience and Essential Requirements:</b>	<ul style="list-style-type: none"> <li>• Excellent customer service skills and commitment to providing quality service.</li> <li>• Excellent communication skills including verbal communication skills.</li> <li>• The ability to understand and implement oral and written instructions.</li> <li>• Ability to work both individually and in a team environment.</li> <li>• Ability to plan and prioritise workload.</li> <li>• Ability to maintain confidentiality and privacy.</li> <li>• High standard of personal hygiene, grooming and presentation.</li> <li>• Physical ability to work rapidly on non-sedentary duties.</li> <li>• Be able to perform short-cycle repetitive duties under specific instructions.</li> <li>• Basic computer skills.</li> </ul>
<b>Desirable Requirements:</b>	<ul style="list-style-type: none"> <li>• Previous experience in health care setting in a similar role.</li> </ul>
<b>Responsible To:</b>	<ul style="list-style-type: none"> <li>• Board of Management, Chief Executive Officer, Hospital Operations Manager/Director of Nursing, Maintenance-Patient Services Manager</li> </ul>
<b>Reports To:</b>	<ul style="list-style-type: none"> <li>• Maintenance-Patient Services Manager</li> </ul>
<b>Responsibilities</b>	<p><b>Food Service</b></p> <ul style="list-style-type: none"> <li>• Assemble of meal trays for delivery to patients.</li> <li>• Delivery of meals to the patients according to the established time schedule.</li> <li>• Monitor food quality, report any issues or complaints to Maintenance-Patient Services Manager.</li> <li>• Collect dirty crockery for washing.</li> <li>• Operate dishwashing machine in accordance with established safe operating procedures. Stack and storage of items after washing.</li> <li>• Deliver clean dishes and utensils to proper kitchen areas.</li> <li>• Prepare and serve morning and afternoon tea.</li> <li>• Clean tables, crockery, cutlery, utensils and equipment in the Staff Dining Room.</li> <li>• Ensure that all work areas and equipment are kept clean and in a hygienic condition at all times.</li> <li>• Report any special patient requests or complaints to the Chef</li> </ul>



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	<p>or Maintenance-Patient Services Manager.</p> <ul style="list-style-type: none"> <li>• Assist other kitchen staff as and when it may be required.</li> <li>• Maintain confidentiality of all information related to patients, staff, medical personnel and hospital business.</li> <li>• Other duties that contribute to the function of the hospital as directed by the Maintenance-Patient Services Manager.</li> </ul>	
	<p><b>Management</b></p> <ul style="list-style-type: none"> <li>• Contribute to the professional development of others including preceptorship of new staff and/or students on placement.</li> <li>• Liaise with other departments.</li> <li>• Exercise economy in the use of resources, supplies and time.</li> <li>• Attend monthly Catering Department meetings in order to put forward ideas which contribute to the improvement of the catering service.</li> </ul>	
	<p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Complete mandatory competencies as directed and per the Training/Competency Calendar</li> <li>• Participate in professional development to enhance skills.</li> </ul>	
	<p><b>Quality</b></p> <ul style="list-style-type: none"> <li>• Understand, contribute to and participate in the hospital ISO certification process.</li> <li>• Understand, contribute to and participate in the application of the National Safety and Quality Health Service Standards (NSQHS) applicable to Mildura Health Private Hospital.</li> <li>• Participate in Quality Improvement activities.</li> </ul>	
	<p><b>Occupational Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Follow safe work practices and comply with the Hospital's Occupational Health and Safety policies and procedures.</li> <li>• Make proper use of all safeguards, safety devices and personal protective equipment.</li> <li>• Take reasonable care to protect the health and safety of self and others.</li> </ul>	
<b>Appraisals:</b>	Participate in the hospital appraisal process including annual compulsory competencies.	
<b>Salary and Conditions:</b>	As per the current Mildura Private Hospital Administrative and Support Staff Enterprise Agreement 2012, the Health Professionals and Support Services Award 2012 and the National Employment Standards (NES).	
<b>Signed Employee:</b>		<b>Date:</b>
<b>Signed Manager/DON:</b>		<b>Date:</b>