

Statement of Duties

Position Title: Catering Clerk	Position Number: Generic	Effective Date: April 2019
Group and Unit: Tasmanian Health Service (THS) – Hotel Services and Logistics		
Section: Food Services	Location: South	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent	
	Position Type: Full Time/Part Time	
Level: Band 2	Classification: General Stream	
Reports To: Team Leader - Food Services Distribution & Cafe		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

Provide and maintain a high standard of customer focused clerical, administrative services within the Food Services Department at the Royal Hobart Hospital.

Maintain confidentiality and work according to all Hospital policies, procedures and guidelines.

Ensure all information management systems are maintained and processes conducted in accordance with the relevant guidelines and protocols of the Department.

Organisation of patient menus ensuring they correspond to the patient diet list.

Duties:

1. Contact wards on a daily basis and tally information pertaining to patient's menu regarding variations to the patient diet list.
2. Provide general clerical assistance, in particular checking the following day's menus to ensure patient's information matches the diet list.
3. Photocopy and collate menus, assemble, file menus and data where necessary.
4. Retrieve and maintain information through the operation of the Hospital and Food Service information systems.
5. Respond to queries from internal and external stake holders.
6. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
7. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying jobs at this classification level.

Scope of Work Performed:

- Responsible for administrative duties in the assigned work area including the provision of clerical support to Food Services Unit.
- Responsible for patient information on a daily basis as required in an efficient and discreet manner, acknowledging the importance of confidentiality and discretion.
- General supervision and direction is provided by the relevant area manager. The role is required to undertake daily tasks in an autonomous capacity and work in team environments as required.
- Comply at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Desirable Requirements:

- Successful completion of or a willingness to undertake, a recognised course in, business/office administration.
- Demonstrated experience in a healthcare setting.

Selection Criteria:

1. Experience in administrative functions and the ability to undertake those duties efficiently and effectively within a hospital environment together with knowledge of policies, procedures, guidelines and legislation and how they are used in the workplace.
2. Well-developed oral and written communication and interpersonal skills with a demonstrated ability to interact with public and staff at all levels.
3. Demonstrated flexibility and customer service skills working within an innovative team including, the ability to organise, prioritise and problem solve workflows according to demand.
4. Knowledge and practical experience in the operation of computer information management and the use of the Microsoft Office suite including word processing and spreadsheets; and the ability to produce basic reports from these when required.

Working Environment:

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.