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SA Health Job Pack

Job Title	Catering Attendant – Multiple Positions
Eligibility	Open to Everyone
Job Number	714658
Applications Closing Date	28 February 2020
Region / Division	Northern Adelaide Local Health Network
Health Service	Lyell McEwin Hospital;
Location	Elizabeth Vale
Classification	WHA2
Job Status	Permanent Part Time - 20 hours per week
Total Indicative Remuneration	\$50,497 - \$51,055 p.a. (pro-rata)

Contact Details

Full name	Michelle Riordan
Phone number	81829477
Email address	michelle.riordan@sa.gov.au

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Working with Children Screening - **DHS**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category B (indirect contact with blood or body substances)

- *This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)*

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Catering Attendant
Classification Code:	WHA2
LHN/ HN/ SAAS/ DHA:	Northern Adelaide Local Health Network
Hospital/ Service/ Cluster	Lyell McEwin Hospital
Division:	Corporate Services
Department/Section / Unit/ Ward:	Food Services
Role reports to:	Food Service Team Leader
Role Created/ Reviewed Date:	Michelle Riordan
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children Check- WWCC (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
Immunisation Risk Category	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Lyell McEwin Hospital Food Services Department is responsible for providing high quality meals to patients and staff in the facility. As a Health Ancillary Employee, the Catering Attendant is responsible to the Catering Attendant Team Leader for the operational aspects of the department including;

- > Food production,
- > Food and meal tray distribution
- > Ware washing cutlery, crockery and equipment and
- > Cleaning utensils, equipment and the facility .

Direct Reports:

There are no direct reports to this position.

Key Relationships/ Interactions:

Internal

- > Reports to the Catering Attendant team Leader
- > Works closely with other food services staff including Chefs, Café staff and menu Monitors.
- > Interacts with other NALHN staff (particularly Nursing and Allied Health staff)

External

- > Interacts with patients and the public

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Complying with the staff requirements of Food Safety Plan & Food Safety documentation
- > Working as part of a large and diverse team
- > Working to specific timeframes to ensure the completion of services.

Delegations:

- > N/A

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
- > Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA)
- > Information Privacy Principles Instruction
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.

- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce

Special Conditions:

- > The incumbent will be predominantly required to work between 1630 and 2030 and rostered to work over seven (7) days. Start and finish times may vary according to production and supervisory requirements.
- > The incumbent may be required to work some out of work hours.
- > The incumbent will be required to undertake a health assessment prior to commencement.
- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and

Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.

- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the catering service of the health unit:	<ul style="list-style-type: none"> > Prepare and pre-set food trays and trolleys > Plating patient meals > Deliver meal trolleys and food to wards and departments > Deliver tea, coffee and cold beverages to patients (Mid meal service) > Clean, tidy and wash utensils, equipment and the work area > Document accurate information in a timely manner as per Food Safety Program (e.g. monitoring temperatures and sanitising) and related record management requirements. > Food preparation (salads, sandwiches) > Operate kitchen equipment and utensils > Notify food complaints to the Team Leader > Deliver food stocks and other goods to wards
Contributes to the effective management of food services material resources:	<ul style="list-style-type: none"> > Verifying stock lists > Operating machinery, cash registers, equipment, and / or facilities > Initiating the ordering of any repairs > Stocking, maintaining cleanliness and > Reporting faults and damage to equipment and the facility.
Contributes to the efficient and effective operation of the Health Unit:	<ul style="list-style-type: none"> > Operation of machinery, equipment and/or facilities > Instruction given by way of verbal, written or diagrammatic direction > Providing assistance and co-operation to other employees > Performing routine functions requiring the undertaking of clear and straight forward instruction.
Maintains a satisfactory knowledge and skill base to perform role by:	<ul style="list-style-type: none"> > Undertaking training as required and maintaining required skills and knowledge applicable to the role including : <ul style="list-style-type: none"> o Food Safety Plan o Hand hygiene o Manual Handling o Safety awareness

	<ul style="list-style-type: none"> ○ Safe operating instructions ○ White Ribbon
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Sound interpersonal and communication (verbal, written and numeracy) skills including:
 - the ability to provide assistance and cooperation to other staff at all levels
 - the ability to comprehend orally and in written form the English language
 - proven quality customer service skills
 - the ability to use discretion, maintain confidentiality and work with a wide range of people from different cultures, backgrounds and circumstances
 - demonstrated ability to work effectively within a multi-disciplinary team environment
- > Ability to prioritise to meet deadlines and timeframes
- > Ability to perform work as instructed, under general direction and exercise limited judgment in the day to day execution of a role
- > Physical ability to perform the duties of this position
- > Proven commitment to the principles and practise of: EEO, Ethical Conduct, diversity and OHS&W; Quality management and client oriented service; and Risk management

Experience

- > Experience in food preparation and presentation

Knowledge

- > Knowledge of safe working procedures, food storage and correct food handling techniques
- > Knowledge and commitment to customer service principles and a sound understanding of the general principles relating to confidentiality
- > Knowledge of cleaning and sanitation processes
- > Knowledge of manual handling principles
- > Understanding of Work Health, Safety & Welfare principles and procedures and their application in the workplace

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Certificate in Community Food Services or equivalent

Personal Abilities/Aptitudes/Skills:

- > Demonstrated manual handling skills
- > Basic computer skills

Experience

- > Experience in food preparation and food handling within a commercial Food Services area

Knowledge

- > Knowledge of Food Safety and Food Hygiene Principles.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Ageing, and the Minister for Mental Health and Substance Abuse. The Department for Health and Ageing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

The Northern Adelaide Local Health Network;

The Northern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 3,000 skilled staff provide high quality patient care, education, research and health promoting services.

The Northern Adelaide Local Health Network (NALHN) provides a range of acute and sub acute health services for people of all ages and covers 16 Statistical Local Areas and four Local Government Areas (one of which crosses the Central Adelaide Local Health Network) and includes the following:

- Lyell McEwin Hospital
- Modbury Hospital
- Ambulatory and Primary Health Care (including GP Plus Health Care Centres and Super Clinics)
- Mental Health Services (under the governance of the Adelaide Metro Mental Health Directorate)

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

Name:

Signature:

Date: