Government of South Australia | Health
Riverland Mallee Coorong Local Health Network

ROLE DESCRIPTION

Role Title	Catering Assistant
Classification	Health Ancillary Employee Regional Level 2 (WHD2)
Local Health Network	Riverland Mallee Coorong Local Health Network (RMCLHN)
Hospital/ Service	Meningie and Districts Memorial Hospital and Health Services
Department/ Section/Unit/ Ward	Catering
Role Created/ Reviewed Date	March 2026
Criminal History Clearance Requirements	☒ NPC – Unsupervised contact with vulnerable groups ☐ DHS Working With Children Check (WWCC) ☒ NDIS Worker Screening
Immunisation Risk Category	☐ Category A ☒ Category B ☐ Category C

ROLE SPECIFICATION

Summary of the broad purpose of the role in relation to the organisation's goals

The Catering Assistant is responsible for providing a timely, efficient and effective service, that involves the catering and cleaning of the health unit. Duties may include the preparation, service and delivery of food to clients.

The Catering Assistant may be required to work within a number of areas of the health unit including kitchen, laundry and housekeeping.

Reporting/Working Relationships

The Catering Assistant is responsible directly to the Hotel Services Manager on a day to day basis and ultimately responsible to the Executive Officer / Director of Nursing

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.

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SA Health values and strategic directions.

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.

General Requirements

*NB References to legislation, policies and procedures includes any superseding versions
Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- Work Health and Safety Act 2012 (SA) maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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 and Young People (Safety) Act 2017 (SA) 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- Independent Commissioner Against Corruption Act 2012 (SA)
- SA Information Privacy Principles
- Relevant Awards, Enterprise Agreements, Public Sector Act 2009 (SA), Health Care Act 2008 (SA), and the SA Health (Health Care Act) Human Resources Manual.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To create an inclusive and responsive environment where Aboriginal and Torres Strait Islander consumers are welcomed, valued and respected for their cultural knowledge and lived experiences. Our commitment extends to enhancing culturally safe workplaces by investing in our Aboriginal and Torres Strait Islander workforce, aligning with the SA Health Aboriginal Workforce Framework.
- To elevate the cultural capability of our non-Aboriginal staff, ensuring they can drive meaningful improvements in the health system, policies, planning and practices. This ensures our services are responsive to the cultural needs identified by Aboriginal and Torres Strait Islander people.
- Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- Health Practitioner Regulation National Law (South Australia) Act 2010
- Mental Health Act 2009 (SA) and Regulations
- Controlled Substances Act 1984 (SA) and Regulations
- The Nursing and Midwifery Board of Australia Registration Standards (including the Guidelines and Assessment Frameworks for Registration Standards)
- The Nursing and Midwifery Board of Australia Professional Practice Codes and Guidelines (including Competency Standards, Codes of Ethics and Professional Conduct, Decision Making Framework and Professional Boundaries)
- Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- SA Health/ Riverland Mallee Coorong Local Health Network policies, procedures and standards.

Cultural Statement

Riverland Mallee Coorong Local Health Network (RMCLHN) welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions

Special conditions relating to clearances/ may be other special conditions for each role.

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have the satisfactory Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- NPCs must be renewed every 3 years thereafter from date of issue.
- WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- 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.
- The incumbent may be required to undertake further study to obtain a qualification which supports the needs of the health unit. Where further study is required, Riverland Mallee Coorong Local Health Network will provide support and assistance in accordance with provisions of the SA Health (Health Care Act) Human Resources Manual. Note, however, this Special Condition does not apply to existing LHN employees with continuous employment within the LHN which commenced prior to 1 October 2016.
- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Statement of Key Outcomes and Activities

Contribute to the general housekeeping, catering and laundry service of the health unit by:

Utility Services

- Undertaking minor sewing repairs (not including making or manufacturing)
- Prepare wash, clean, sort, dry, fold, label, iron, pack, deliver and store, as appropriate, laundry, uniforms and linen
- Assist with recording (e.g., impress systems and for sterilization during washing cycle)
- Window high cleaning with use of ladders
- Routine shampooing of carpets, requiring the use of electronically powered or hand equipment and walking behind cleaning equipment and plant

Catering

- Preparation of breakfasts, soups, gravies and fast serve foods (for example sausage rolls, wraps and bacon and eggs)
- Cut a portion of ingredients for meal packs
- Receive stock, reconstitute (requiring decision on temperature and time selection) and plate frozen food
- Notify food complaints to supervisor
- Assist clients to fill-out menus (request for specific dietary requirements should be referred to the appropriate employee)
- Service, plate and deliver food

Contributing to the effective management of material resources by:

Utility Services

- Request orders for repairs to equipment
- Operate mechanical washing machines, sealing units, hot air ovens and laboratory incubators
- Initiate requirements for repairs to equipment
- Check and delivery of gas cylinders

Catering

- Switch on required equipment
- Unlock work areas
- Check off stock lists
- Cashier duties (not independent reconciliation of cash)
- Stocking and maintaining, cleanliness and notifying any damage to vending machines
- Initiate ordering for repairs

Contribute to the efficient and effective operation of the health unit by:

- May require the 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
- Perform routine functions requiring the undertaking of clear and straight forward instruction.

Demonstrates and maintains a satisfactory knowledge and skill base to perform role by:

- Undertaking training as required and maintaining required skills and knowledge applicable to the role

An employee at Level 2 will be required to perform duties at the lower level.

GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- Complying with workplace policies and guidelines
- Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation in regards to confidentiality
- Commitment to the continuous improvement in the provision of customer service
- Comply with and have a working knowledge and understanding of current Food Safety Standards and current Infection Control Standards policies and procedures
- Correctly utilising appropriate personal protective equipment
- Participation in continuous quality improvement programs and accreditation activities
- Ensuring cultural sensitivity is maintained by attending and contribute to their learning in diversity of cultural awareness and cross-cultural training, with a frequency to be determined as appropriate by the organisation
- All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation from State Records. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management

Contribute to the well-being of people in South Australia through participation 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.

Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements.

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications (include only those listed as an essential qualification for the specified classification group)

- Nil

Personal Abilities/Aptitudes/Skills: (related to the job description and expressed in a way which allows objective assessment)

- Proven ability to work well within a team environment
- Ability to work in various settings and relate to all levels of staff
- Flexible approach to work and rostering systems
- Proven ability to meet deadlines and timeframes
- Interpersonal and communication skills and the ability to relate to people from different cultures, backgrounds, and circumstances
- Ability to provide assistance and co-operation to other staff
- Demonstrated ability to perform under general direction
- Ability to use discretion and maintain strict confidentiality
- Effective written, verbal and numeracy skills

Experience

- Limited experience in the areas of housekeeping, cooking/ catering, and laundry

Knowledge

- Basic knowledge of safe working conditions
- Basic knowledge of Food Safety Standards
- Basic knowledge of Infection Control Standards, including cleaning and sanitizing processes
- Basic knowledge and commitment to customer service principles
- Knowledge of computer packages eg. Microsoft Office Suite, Microsoft Word, Excel
- Knowledge and understanding of the Occupational Health, Safety and Welfare Act and Risk Management principles

DESIRABLE CHARACTERISTICS (To distinguish between applicants who have met all essential requirements)

Educational/Vocational Qualifications (considered to be useful in carrying out the responsibilities of the position)

- Successful completion of Year 11 High School
- A current first aid certificate

Personal Abilities/Aptitudes/Skills: (related to the job description and expressed in a way which allows objective assessment)

- Demonstrated manual handling skills

Experience

- Experience in the areas of housekeeping, cooking/ catering and laundry
- Limited experience in the use of computer packages eg. Microsoft Office Suite, Microsoft Word, Excel.

Knowledge

- A knowledge of Equal Employment Opportunity legislation

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 and Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

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.

Health Network/ Division/ Department:

Riverland Mallee Coorong Local Health Network aspires to be the best provider of rural and remote health services in Australia. RMCLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

RMCLHN delivers a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. RMCLHN participates in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

RMCLHN Values

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

- **Respectful -** We treat everyone as equals and value each other's sense of worth.
- **Motivated -** We are driven to excel and provide the best quality care to our consumers and communities, when and where they need it.
- **Compassionate -** We take care of others and act with kindness, empathy, patience and understanding, in all that we do.
- **Consumer Focused -** We partner and collaborate with consumers, their families, carers and communities, to ensure the planning, delivery and evaluation of our health services is tailored to their needs.
- **Accountable -** We are dedicated to fulfilling our duties and obligations as a public health service, and endeavour to act with honesty and integrity in all that we do.
- **Resourceful -** We are agile, adaptable and able to deal skilfully, creatively and promptly with new situations and challenges.
- **Excellence -** We strive to continually improve and redefine processes, exceed standards and expectations, and deliver access to high quality contemporary care for people in our communities.
- **Service -** We serve people and our communities courteously, fairly and effectively.

Integrity Statement

As a public sector employee, you have the responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of Integrity within SA Health.

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.
SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.
SA Health and RMCLHN's vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

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

Name: _____ **Role Title:** _____

Date: _____ **Signature:**

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of RMCLHN as described within this document.

Name: _____ **Signature:**

Date: _____