

i can

...do something
more meaningful



SA Health Job Pack

Job Title	Food Services Consultant
Eligibility	Open to Everyone
Job Number	870948
Applications Closing Date	22 July 2024
Region / Division	Yorke and Northern Local Health Network
Health Service	Corporate Services
Location	Location Negotiable
Classification	ASO5
Job Status	Ongoing Full Time
Salary	\$84,522 - \$94,003 p.a.

Contact Details

Full name	Linda Carter
Position	Corporate Support Officer
Phone number	8842 6587
Email address	linda.carter@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 Human Services (DHS) 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 Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - 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 [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants



ROLE DESCRIPTION

Role Title	Food Services Consultant
Classification Code	ASO5
Position Number	P55600
Local Health Network	Yorke and Northern Local Health Network Inc.
Hospital / Service / Cluster / RSS	Yorke and Northern Local Health Network Inc.
Department/Section / Unit/ Ward	Corporate Services
Role reports to	Director of Corporate Services
Role Created/ Reviewed Date	July 2024
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category B (Indirect contact with blood or body substances) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role:

The Food Services Consultant is responsible for supporting the implementation of high-quality menu and catering services across the Yorke & Northern Local Health Network (YNLHN) Acute and Aged Care facilities, adhering to relevant menu and nutrition standards, and a quality food safety program, which is compliant with the FSANZ Food Standards Code and in alignment with the strategic goals of the YNLHN.

The Food Services Consultant is required to liaise and work with relevant specialised staff, for example, Food Services Allied Health Professionals, in providing support, guidance and advice to facility catering staff, with a focus on supporting skill development and the implementation of quality improvement activities.

Direct Reports:

> Nil

Key Relationships/ Interactions:

Internal

- Reports to the Director of Corporate Services
- Supports Catering Departments across YNLHN to meet the Menu and Nutrition Standards for Public Health Facilities in South Australia, the Aged Care Quality Standards (and the strengthened Aged Care Quality Standards when implemented), and the International Dysphagia Diet Standardisation Initiative (IDDSI) Framework.
- Works closely and collaboratively with the YNLHN Finance and Corporate Services Directorate.
- Works closely with the Food Services Allied Health Professionals.
- Works closely and collaboratively with Site Directors of Nursing, Catering and Utility Team Leaders, Facilities Managers & the YNLHN Aged Care Divisional Directorate to support site catering operations.

External

- Other government agencies.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Working with multiple stakeholders across multiple facilities within a large geographical area.
- Supporting and driving the implementation of changed services.
- Interpreting standards in consultation with others.
- Supporting sites to maintain compliance with Food Safety Regulations (SA), the Aged Care Quality Standards and other relevant standards, policies and procedures.

Delegations:

- Human Resource Delegations Level 6

Resilience:

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

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 Yorke and Northern Local Health Network Inc. values and strategic directions.

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) 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.
- 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).
- 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 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.
- Health Practitioner Regulation National Law (South Australia) Act 2010.
- Mental Health Act 2009 (SA) and Regulations.
- Controlled Substances Act 1984 (SA) and Regulations.
- Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- SA Health / Yorke and Northern Local Health Network; policies, procedures and standards.

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 Statement:

Yorke and Northern Local Health Network; welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Yorke and Northern Local Health Network; is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- Current SA driver's licence and willingness to drive is essential.
- Frequent travel within YNLHN and intrastate travel will be required.
- 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 National Police Certificate (NPC).
- 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 confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- WWCCs 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.
- 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
Leadership	<ul style="list-style-type: none"> ➤ Participate as a member of the Yorke and Northern Corporate Services Leadership Team. ➤ Participate in the formulation of service aims, objectives and evaluation at the local level. ➤ Lead development and implementation of new, seasonal menus for the LHN, in consultation and with input from consumers and staff, and in line with menu and nutrition standards. ➤ In collaboration with site managers, coordinate and deliver training and professional support strategies and activities for catering staff in food preparation and cooking methods, as well as use of equipment. ➤ Advise catering staff across the LHN, as required, up-skilling and improving effectiveness of the quality of services delivered. ➤ Coordinate and support appropriate orientation, training and development for all catering staff across the LHN with relevant managers.
Management	<ul style="list-style-type: none"> ➤ Contribute to the development of YNLHN Corporate Services planning activities. ➤ Contribute towards YNLHN Corporate Services budget planning and reviewing expenditure. ➤ Support services with food safety standards compliance in accordance with state and national regulatory frameworks. ➤ Support the implementation of local work instructions which reflect and complement SA Health policies and YNLHN procedures, as well as relevant legislation and standards.
The provision of an efficient, effective, and sustainable catering service that supports the YNLHN by:	<ul style="list-style-type: none"> ➤ Support and mentor catering staff in the application of standards and new processes. ➤ Provide practical training and support to catering staff to implement menus and IDDSI Framework compliant meal services. ➤ Regularly conduct visits to all YNLHN sites to review and support catering operations. ➤ Identify the need for and facilitate opportunities for training and development to support the above. ➤ Work closely with site leaders, care staff, the Food Services Allied Health Professionals (where relevant) to ensure consistent and effective processes, communication and implementation of new standards. ➤ Develop models for flexible food services and support sites to deliver consumer focused menus. ➤ Work collaboratively with the Dietitian to undertake regular menu reviews, (at a minimum this will be done annually) and work collaboratively with the Speech Pathologist to deliver training and promote compliance with IDDSI Framework in collaboration with the wider specialist Food Services team. ➤ Support YNLHN and site catering departments to identify opportunities for efficiencies and implement change. ➤ Support sites with the implementation of change. ➤ May be required to advise and assist in the setup, programming and operation of complex machinery, equipment and/or facilities and recording systems including computerised systems. ➤ Understand and apply quality control techniques. ➤ Initiate and program detailed work functions. ➤ Interpreting sophisticated instructions and procedures. ➤ Support the maintenance of documentation to meet workplace requirements. ➤ Support the maintenance of safe environment for employees and clients. ➤ Assist with administrative functions.

OFFICIAL

<p>Demonstrates and maintains a satisfactory knowledge and skill base to perform role by:</p>	<ul style="list-style-type: none"> ➤ Maintain a high level of skill in cooking functions and kitchen management systems. ➤ Maintain a high level of understanding of menu and nutrition standards relevant to SA Health, principles of collaborative menu planning, IDDSI standards and best practice texture modification techniques. ➤ Understand in depth all Aged Care Standards in relation to nutrition and hydration. ➤ Undertaking training as required and maintain required skills and knowledge applicable to the role.
<p>Staff development and education</p>	<ul style="list-style-type: none"> ➤ Consult with members of the team to identify staff development requirements. ➤ Participate in continuing education and staff development programs. ➤ Support members of the team to identify and pursue appropriate professional development. ➤ Model and promote an effective work environment and organisational culture consistent with stated values and priorities.
<p>Quality Improvement</p>	<ul style="list-style-type: none"> ➤ Assist in the development and monitoring of departmental quality improvement plans, activities and programs. ➤ Participation in accreditation processes across YNLHN. Assist in implementing and evaluating policies and procedures for Yorke and Northern Corporate Services.
<p>Corporate Compliance</p>	<ul style="list-style-type: none"> ➤ Hazard identification, evaluation and record management. ➤ Support consulting with health and safety representatives on matters directly affecting the health, safety and welfare of employees. ➤ Ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner. ➤ Contribute to the effective management of the health service by ensuring personal responsibility for safe and healthy work practices, identification of risk management issues, promotion of environmental practices, implementation and promotion of safe practice and environment, equal opportunity and workplace harassment policies and procedures.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Effective leadership skills including highly developed skills in communication, project planning, problem-solving, change management, time management, conflict resolution and negotiation
- Ability to analyse problems, implement effective strategies and evaluate outcomes
- Ability to manage own time effectively and efficiently
- Work without direct supervision and make decisions accordingly based on sound judgement
- Demonstrate commitment to address conflict and bullying/harassment within the work setting to protect the wellbeing of self and others
- Demonstrated ability to work with people with a range of diverse value systems, cultural differences and special needs
- The applicant must be located within the Yorke and Northern region, due to the travel and operational requirements of this role

Experience

- Food preparation on a large scale
- Texture modification in line with IDDSI framework
- Menu planning in a residential setting
- Service planning, policy development and priority and objective setting
- Leading and managing a team, including management of budgets, assets, and human resources
- Managing organisational change
- Generating individual and team achievement

Knowledge

- Menu and Nutrition Standards for SA Health Facilities
- Aged Care Quality Standards (and the Strengthened Aged Care Quality Standards)
- IDDSI modified texture framework
- Understanding of the issues affecting Aboriginal people and the impact on health outcomes
- Knowledge and a good understanding of the principles of Catering in Healthcare /Aged Care and the ability to apply these principles in planning, delivery and evaluation activities related to improving the health of our Residents and Patients

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Cert IV Kitchen Management
- Cert III in Commercial Cooking

Experience

- Experience working in Health /Aged Care

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 Ageing and the Minister for Mental Health and Substance Abuse. The legal entities include but are not limited to Department for Health and Ageing, 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:

Local Health Networks aspire to be the best provider of rural and remote health services in Australia. LHN's through the inspiration and hard work of its people, deliver high quality and innovative health services to improve health outcomes for country South Australians. LHN's deliver 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. LHN's participate 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.

The Clinical Support team provides support and administrative services to staff and clients to enable the delivery of high quality and innovative health services within the Yorke and Northern Local Health Network to improve the health outcomes for Country South Australians

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.

As a public sector employee, you have a 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.

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 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:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

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

Name:

Signature:

Date: