



## ROLE DESCRIPTION

|   |  |                 |        |
|---|--|-----------------|--------|
| <b>Role Title:</b>                              | Catering Assistant   |                 |        |
| <b>Classification Code:</b>                     | WHA2   | Position Number | M41062 |
| <b>LHN/ HN/ SAAS/ DHA:</b>                      | Central Adelaide Local Health Network (LHN)  |                 |        |
| <b>Site/Directorate</b>                         | Hampstead Rehabilitation Centre  |                 |        |
| <b>Division:</b>                                | Operational Services   |                 |        |
| <b>Department/Section / Unit/ Ward:</b>         | Nutrition & Food Services - Central Plating  |                 |        |
| <b>Role reports to:</b>                         | Food Service & Contract Manager  |                 |        |
| <b>Role Created/ Reviewed Date:</b>             | November 2018  |                 |        |
| <b>Criminal History Clearance Requirements:</b> | <input type="checkbox"/> Aged (NPC)<br><input type="checkbox"/> Working With Children's Check (WWCC) (DHS)<br><input type="checkbox"/> Vulnerable (NPC)<br><input checked="" type="checkbox"/> General Probity (NPC)                                   |                 |        |
| <b>Immunisation Risk Category:</b>              | <input type="checkbox"/> Category A (direct contact with blood or body substances)<br><input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances)<br><input type="checkbox"/> Category C (minimal patient contact) |                 |        |

## ROLE CONTEXT

### Primary Objective(s) of role:

- The Catering Assistant level 2 assists in the provision of a high-quality food & beverage service by undertaking responsibility and duties additional to the level 1 tasks in specific areas of the service including the salad and sandwich area, the preparation of hot breakfast items, ingredients and stores control, opening and securing of an area, cashiering and the meal service (including updating of meal lists or reheating of frozen food).

### Key Relationships/ Interactions:

#### Internal

- The Catering Assistant Level 2 is responsible to the Section Manager (Employee Services Co-ordinator or Production & Logistics Manager) and reports to the Senior Food Service Supervisor/Supervisory Cook on a day-to-day basis.
- The Catering Assistant Level 2 assists with the training of new staff.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- High volume service with explicit time frames
- Demands on the service may fluctuate
- Customer focussed with multiple areas to collaborate and interact with

| Delegations:               |                      |
|----------------------------|----------------------|
| • <b>Staff supervised:</b> | NIL                  |
| • <b>Budget:</b>           |                      |
| Salaries and wages:        | \$ NA                |
| Goods and services:        | \$ NA                |
| • <b>Delegations</b>       |                      |
| HR Delegation              | Level # NA           |
| Procurement Delegation     | Level # NA (\$ # NA) |
| Financial Delegation       | Level # NA (\$ # NA) |

| Special Conditions:  |
|--|
| <ul style="list-style-type: none"> <li>• The incumbent is required to work between the hours of 6.00 AM and 9.00 PM over a 5 or 7 day roster, at any site the business dictates.</li> <li>• 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 provided the a satisfactory current Criminal and Relevant History Screening, as required by the <i>SA Health Criminal and Relevant History Screening Policy Directive</i>.</li> <li>• <i>For appointment in a Prescribed Position under the Child Safety (Prohibited Persons) Act (2016)</i>, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.</li> <li>• For <i>'Prescribed Positions'</i> under the <i>Child Safety (Prohibited Persons) Act (2016)</i>, the individual's WWCCs must be renewed every 5 years from the date of issue; and for <i>'Approved Aged Care Provider Positions'</i> every 3 years from date of issue as required by the <i>Accountability Principles 2014</i> issued pursuant to the <i>Aged Care Act 1997</i> (Cth).</li> <li>• Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.</li> <li>• 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 <i>Public Sector Act 2009</i> for Public Sector employees or the <i>SA Health (Health Care Act) Human Resources Manual</i> for Health Care Act employees.</li> <li>• 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.</li> </ul> |

**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 for Health Care Workers in South Australia Policy Directive*.
- 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)*.
- *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.

**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 both CALHN and the broader SA Health values and strategic directions.

**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:**

CALHN 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, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

**Resilience:**

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

**Integrity Statement:**

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

**Key Result Area and Responsibilities**

| Key Result Areas  | Major Responsibilities  |
|---|---|
| <p>Contribute to the provision of an effective, high quality and efficient food and beverage service by providing a service according to procedures and meeting the standards set by the Department</p> | <ul style="list-style-type: none"> <li>• Coordination of the salad and sandwich preparation area including ingredient supply and preparation, to ensure supply meets the requirements of the Food Service.</li> <li>• Coordination of the special function trolleys including ingredient supply and preparation, delivery and collection, and setting up of function areas</li> <li>• Preparation of hot breakfast items, soups, gravies and convenience foods.</li> <li>• Re-heating of pre-prepared frozen food.</li> <li>• Assisting in the accurate, timely service of meals by updating of ward meal lists and adjusting menu slips as required for the current meal.</li> <li>• Assisting in the tray line service including checking the accuracy of trays.</li> <li>• To lock up or unlock work area and ensure equipment ready for use or off.</li> <li>• Coordination of the ingredients control area including the portioning and distribution of ingredients and prepared food items.</li> <li>• Assisting in the management of wholesome, appropriate and properly maintained stores and control including receiving, delivery, storage, security and stock rotation.</li> </ul> |
| <p>Contribute to the provision a cost effective, high quality successful, contemporary staff and Visitor food service</p>   | <ul style="list-style-type: none"> <li>• Assisting in the set up and maintenance of food displays</li> <li>• Assisting in all aspects of the service ensuring food is portioned, presented and served in accordance with set guidelines and principals</li> <li>• Ensuring a high standard of customer service and working as part of a team to promote the business and enhance the service.</li> <li>• The operation of the cash register with a concern for customer service and the adherence to Departmental cash handling procedures.</li> <li>• Participate in promotion and marketing strategies</li> </ul>   |
| <p>Ensuring that hygiene standards are maintained in accordance with appropriate procedures including</p>   | <ul style="list-style-type: none"> <li>• Attention to personal hygiene, compliance to proper food handling practice, suitable storage of food, correct storage of clean items and equipment, removal of waste and adherence to suitable cleaning routines in their work areas.</li> </ul>   |
| <p>Facilitate the provision of a high quality, efficient flexible food and beverage service able to meet the needs of its customers</p>   | <ul style="list-style-type: none"> <li>• Undertake training and relieve in any position of the same level within the Nutrition and Food Service Department.</li> <li>• Assist with staff training and orientation</li> <li>• Participate in ongoing departmental quality assurance programs as arranged by the Section Manager.</li> </ul>  |
| <p>Contribute toward the provision of a safe and healthy work environment for self and others.</p>  | <ul style="list-style-type: none"> <li>• Reporting all accidents, incidents and near misses.</li> <li>• Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others; and</li> <li>• Carrying out responsibilities as detailed in occupational health, safety and injury management policies and procedures.</li> </ul>  |

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

N/A

#### **Personal Abilities/Aptitudes/Skills:**

- Strong literacy skills
- Ability to interpret work instructions, menus, policies and procedures
- Ability to communicate effectively with a variety of personnel
- Ability to follow written and verbal direction effectively
- Ability to work in a team setting making a contribution to the service and working with new ideas and changes in a constructive and positive manner
- Ability to work in the timeframe provided.
- Has a commitment to quality and customer service.

#### **Experience**

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#### **Knowledge**

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### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- Completion of/or studying towards an appropriate course in food handling, hygiene or nutrition.

#### **Personal Abilities/Aptitudes/Skills:**

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#### **Experience**

- Previous experience working in a catering environment.
- Previous experience in working in a hospital environment.

#### **Knowledge**

- Basic knowledge of food handling.
- Knowledge of safe work practices

## Organisational Context

### Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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 Department for Health and Wellbeing 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., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern 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 Strategic 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.

### Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

**Division/ Department:**

The QEH Food Service endeavours to provide a high quality nutrition and food service to the patients of the QEH and our external clients. It aims to meet their nutritional needs, to complement care and to promote a healing environment.

## Values and behaviours

### Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

| <b>Values</b>           | <b>Behaviours</b>  |
|-------------------------|--|
| <i>People first</i>     | <ul style="list-style-type: none"> <li>- I am there for my patients and colleagues when they need me most.</li> <li>- I put myself in my patients and colleagues shoes to understand their needs.</li> <li>- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.</li> <li>- I respect uniqueness in my colleagues, our patients and their families.</li> </ul>                      |
| <i>Ideas driven</i>     | <ul style="list-style-type: none"> <li>- I look and listen to ensure I fully understand the problem and find a solution.</li> <li>- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.</li> <li>- I invest in my own learning and look for opportunities to explore and introduce new ideas.</li> <li>- I am interested in critical research and how it informs creative thinking.</li> </ul> |
| <i>Future focussed</i>  | <ul style="list-style-type: none"> <li>- I embrace leading practices and use them to evolve our ways of working.</li> <li>- I lead and support change to improve patient and organisational outcomes.</li> <li>- I am constantly on the look-out for opportunities to improve.</li> </ul>  |
| <i>Community minded</i> | <ul style="list-style-type: none"> <li>- I put my hand up to lead work that matters.</li> <li>- I am accountable and focused on value.</li> <li>- I value and champion diversity.</li> <li>- I embrace collaboration and constructive partnerships.</li> </ul>   |

### 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 understand the responsibilities associated with role, the role and organisational context and the values of CALHN as described within this document.

**Name:**

**Signature:**

**Date:**

**Version control and change history**

| Version | Date from  | Date to    | Amendment  |
|---------|------------|------------|--|
| V1      | 10/02/17   | 09/04/17   | Original version.  |
| V2      | 10/04/17   | 04/07/17   | Safety & Quality statement in General Requirements.  |
| V3      | 04/07/17   | 10/07/2018 | Minor formatting with order of information amended.  |
| V4      | 11/07/2018 | 06/01/2019 | Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.  |
| V5      | 07/01/2019 |            | Statement regarding Financial recovery plan added to Organisational context for CALHN<br>White Ribbon statement included<br>Cultural Commitment statement included<br>Child protection legislation " <i>Children and Young People (Safety) Act 2017</i> " updated under Special Conditions<br>Link to HR Delegations and Financial Delegations included under Delegations<br>Statement regarding South Australian Charter of Health Care Rights included under General Requirements<br>Minor formatting with order of information amended. |
| V6      | 06/3/2019  |            | Immunisation Risk Category checkbox has been included<br>Statement regarding immunisation requirements has been included under Special conditions – " <i>Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.</i> "   |