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| **Employee #** |  |  |  |  |  |  |

**Job Description**



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| **Job Title** | **Catering Assistant**  | **Location** | **UCPH** |
| **Employee Name** |  | **Business Sector** | **MEDIREST** |
| **Responsible to** | **Catering Supervisor** | **Work Level**  | **IN-UNIT LEVEL**  |
| Overall Scope & Purpose of the RoleAt the completion of training and induction the Catering Assistant will be capable of utilising their skills and appropriate equipment to deliver a quality catering service to our patients and clients daily in line with Medirest Contract Food Service requirements. This role requires a pro-active approach to safety and utilisation of safety equipment and procedures provided by Compass Group. |
| **Role Duties & Requirements** |
| * **Assist with preparing and presenting food**
* Prepare food for service
* Portion and plate food for service
* Adhere to site food safety plan
* **Provide specialised service in a healthcare environment**
* Be familiar with dietary restrictions and special, modified diets to ensure optimal patient food preferences are met within guidelines of diet order limitations
* Check diet lists with clinical staff prior to every service
* Deliver special requests, between-meal food delivery and all other associated food service requests
* Apply hospital food safety practices
* Comply with the temperature monitoring and corrective action process
* Discuss special requests with clinical staff and/or Dieticians as needed
* **Maintain clean and tidy pantry, bain marie and beverage areas**

*(Including some or all the following):** Collect any dishes and replenish to par levels
* Replenish supplies in ward pantries and beverage bays as per ancillary list par levels.
* Receive and rotate stock
* Accurately complete required paperwork i.e. cleaning checklists
* Return any equipment to main kitchen from the special diets’ deliveries.
 | * **Deliver professional customer service**
* Provide a warm, friendly, and welcoming style of service to all patients / customers
* Respond to patient / customer requests in a timely manner and ensure supplies are replenished
* Ensure complaints are dealt with satisfactorily, or passed to the appropriate Manager
* **Apply basic communication skills**
* Receive and relay information
* Follow routine instructions
* May be required to draft simple correspondence
* **Work with colleagues and customers**
* Communicate effectively with all stakeholders

in the workplace i.e. clinicians, colleagues, patients and visitors * Maintain personal presentation standards
* Work effectively in a team
* **Follow company policies and procedures**
* **Perform other duties within capabilities as required by Supervisor or Manager**
* **Attend all training sessions as required by Manager/Supervisor**
 |
| **Health and Safety Responsibilities** |
| * **Follow Compass health, safety, and security procedures**
* Adhere to health, safety, and security procedures
* Maintain safe personal presentation standards
* Provide feedback on health, safety, and security
* Report all incidents *immediately*
* Identify and report all hazards
* Complete all required food safety training to meet company compliance standards
* Always adhere to and maintain Food Handling standards.
* **Follow safe food handling procedures**
	+ Adhere to hygiene procedures
	+ Adhere to the site food safety plan
	+ Compliance with the temperature monitoring and corrective action progress
	+ Compliance with the cleaning schedules
* **Comply with infection control policies and procedures in a healthcare environment**
	+ Collect, handle, store and manage waste in accordance with organisational guidelines and waste management plans
	+ Clean and disinfect equipment and surfaces.
	+ Maintain hygiene (particular focus on hand hygiene)
	+ Identify and respond to infection risks whilst delivering the catering service
 | * **Adhere to *Our Safety Culture* by**
* Following rules
* Speaking out
* Being mindful and
* Getting involved

This will be achieved by personally demonstrating the *Everyone* behaviours detailed in the Compass Group Our Safety Culture Framework document.* **Follow safe manual handling practices**

**HSEQ Policy/Procedure Documents:*** Compass Health, Safety and Environment Policy
* Employee Health, Safety and Environment Handbook
* Safe Work Service Procedures (SWSP)
* Pictorial Work Instruction (PWI)
* Relevant Inspection Forms
* Opportunity for Improvement (OFI)
* Safety Management Plan
* Job Safety & Environmental Analysis (JSEA)
* Manual Handling procedures
* Material Safety Data Sheet (MSDS)
 |
| **Skills and Experience** |
| **Essential**  | **Desirable** |
| * Team player and able to work autonomously
* Experience in a similar role
* Flexible approach and attitude
* Good communication skills
* Hard working, physically fit and reliable
* Police Clearance
 | * Previous experience in a catering environment preferably in a healthcare environment
* Knowledge of HACCP
 |
| **Learning & Development Requirements** |
| * Compass Corporate Orientation
* Food Safety Training Program (Basic Food Hygiene Training / Basic Food Allergen Awareness)
* Managing Hazards
* Incident Reporting
* Behavioural Observations
* Relevant toolbox topics
* Pictorial Work Instructions
* Safe Work Service Procedures
 | * Job Safety and Environmental Analysis (JSEA)
* Correct handling and use of cleaning chemicals
* Food Safety Instructions
* Diet Care
* Thickened Fluids
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| **Award / Agreement Classification** |
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| **ACT Healthcare Agreement** |
| **Base Classification**Hospitality Attendant  |

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| This role profile is a guide to the work you will initially be required to undertake. It may be changed from time to time to incorporate changing circumstances, and you may be required to be flexible and perform other duties as required by your manager. It does not form part of your contract of employment. |
| **Employee Declaration** |
| **I have read and understood my position description:** |
| Signature: |  | Date: |  |  |  |