

Food Services Team Leader

Role Description

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| DIVISION / MATER MINISTRY | Mater Health |
| LOCATION | Mercy Food Services, Rockhampton |
| REPORTING RELATIONSHIPS | Reports to: Corporate Chef Direct reports: Food Service Assistants, Administration Assistant, Drivers |
| LEVEL OF ACCOUNTABILITY | Team Leader |
| SALARY | OO5 |
| EMPLOYMENT STATUS | Full time |
| TRAVEL REQUIREMENTS | <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If required <input type="checkbox"/> Frequently <input checked="" type="checkbox"/> Infrequently |
| DATE CREATED | August 2024 |

POSITION SUMMARY

The Food Services Team Leader is responsible for managing the operational requirements and distribution at Mercy Food Services (MFS), Rockhampton. The primary focus of this role is to ensure a high quality, effective and efficient operation at MFS with a strong customer focus to deliver organisational outcomes aligned to Mater strategic goals.

Reporting to the Corporate Chef, the Food Services Team Leader is responsible for the day-to-day oversight of the effective and efficient operation of MFS. The Team Leader provides operational advice and information for decisions in regard to MFS and provides leadership to the operations team. They are also responsible for reporting on the operation budget including resource assets and leave requirements/ liabilities for all staff within team.

In summary, the Food Services Team Leader acts as the initial point of contact for MFS Operational staff to ensure exceptional standards for the MFS operation.

ORGANISATIONAL OVERVIEW

Mater is Queensland's largest and most innovative not-for-profit healthcare service, providing care for almost 700,000 patients a year across a network of 11 hospitals.

We are a leader in healthcare, education and research — and that's because we employ exceptional people.

Delivering quality, compassionate care, in line with Mater's Mission and Values, we are an employer of choice, committed to enabling our people with the supports they need to deliver a world-class service for our patients. They are at the heart of what we do, and we recognise they are what differentiates the Mater experience within our community.

MISSION, VISION, AND VALUES

We are our Mission. For more than a century, we have existed to respond to unmet community need; to provide compassionate care to those who need it most. Our Mission, Vision and Values are our constant guide to make appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

All Mater team members are required to adhere to relevant professional standards and the Mater behavioural standards, including those that support the Mater Mission, Vision, and Values, and promote an ethical environment in accordance with the Code of Conduct. In doing so, it is expected team members will hold both themselves and others to account for these standards, with a focus on maintaining the quality and safety of services in which we provide across the state.

Our mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

Our vision

To empower people to live better lives through improved health and wellbeing

Our values



We honour and promote the dignity of human life and of all creation



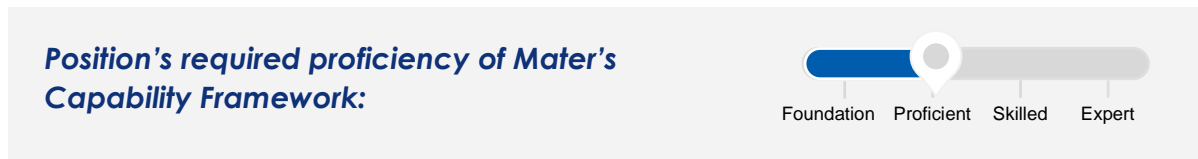
We act with compassion and integrity



We strive for excellence

ORGANISATIONAL ALIGNMENT

The Mater Capability Framework consists of six core capability groups, which encompass the individual capabilities and behaviours essential to driving performance excellence across our organisation: Personal Attributes, Build Relationships, Results Focused, Mission Drivers, Business Enablers, and Leadership and People Management. Each Mater team member is accountable for consistently performing, promoting and developing the capabilities and behaviours within the Capability Framework - as individuals and as a team.



Our six core capability groups

Leading self -

| | |
|--|---|
|  Personal Attributes | Individual behaviours influenced by our values and ethical compass |
|  Build Relationships | Shape and maximise relationships with colleagues, patients and the community |
|  Results Focused | Drive and influence successful organisational outcomes |
|  Mission Driven | We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries |

Leading others -

| | |
|---|---|
|  Business Enablers | Boost effective service delivery and champion change management |
|  Leadership & People Management | Inspire, engage and develop our people |

KEY PERFORMANCE REQUIREMENTS

Mater requires every Mater Person to understand and deliver on a series of accountabilities that are linked to the Mater strategy, described in the table below. Each Mater Person is held accountable for their own behaviour, performance and development, and for contribution to the strategic objectives and priorities. In addition, Mater managers and leaders are accountable to different extents for clinical outcomes, service and operational outcomes, financial outcomes, compliance and risk, interprofessional leadership and management of performance and accountability. This role is responsible for fulfilling the following accountabilities.

Position-specific responsibilities

Leadership

- Provides leadership to all operational employees at MFS.
- Develops and maintains rosters ensuring cost effectiveness and compliance with Enterprise Agreement requirements.
- Manages and monitors the resolution of risks and complaints in conjunction with relevant management.
- Ensures high standards of education support, including effective orientation and training for all team members, in conjunction with the Education Coordinator and the Corporate Chef
- Develops the leadership capability of both current and future leaders within the team.

Service and Operational Outcomes

- In collaboration with Corporate Chef, contributes to the development of the strategic direction of MFS.
- Translates strategic initiatives into operational requirements for all direct reports through annual professional development plans and regular reviews.
- Ensures high quality operationally effective and efficient services incorporating best practice models are delivered by MFS providing exceptional customer service to all internal and external customers.
- Complete recruitment of appropriately skilled staff through Mater internal processes including engagement with Talent Acquisition.
- Assists with accreditation requirements in accordance with National Safety Standards.
- Identifies areas for improvement, recognises and addresses inefficiencies in service provision, and continuously improves business processes and procedures.
- Completes ordering and distribution of products (including Smooth Dining) and effectively manages the receipting and monitoring of stock levels (including stocktake) to ensure the continual supply of ingredients for production.

Financial Outcomes

- Analyses financial data to inform operational decisions, respond to issues and trends, and maintains and reports on metrics for foodservices, including budget performance for own area.
- With the Corporate Chef, contributes to strategic decision-making and identifies strategic and operational opportunities for improved financial outcomes.

Compliance and Risk

- Manages compliance and risk by ensuring direct reports fulfil mandatory/professional competency requirements and ensures audits are completed in a timely manner.
- Identifies, reports, responds to and rectifies workplace health and safety (WHS) concerns from within own reporting structure.

Performance and accountability

- Effectively utilises all available data and reporting tools to understand and improve business needs and performance.
- Holds accountability for the risk management and safety standards for food service staff line reports.
- Ensures direct reports have clear tasks and accountabilities associated with their roles and that these are communicated and understood.
- Manages employee attrition and retention and recruitment where appropriate.
- Guides, coaches and provides timely, respectful, constructive feedback to direct reports in relation to their performance and behaviour.
- Consistently and visibly applies the Mater Accountability framework to address inconsistencies in behaviour, practice or performance, including formal performance management of direct reports where required, in order to role-model and strengthen Mater’s cultural focus on accountability and feedback.
- Manages the CBORD system and data entry requirements in conjunction with Dietetics.

KEY RELATIONSHIPS

| Internal | External |
|--|---|
| <ul style="list-style-type: none"> • Reports to Corporate Chef • Works closely with Head Chef, MFS • Works closely with other Senior Nutrition and Foodservices team members. • Works closely with Hospitality managers, dietitians and relevant leaders within Mater hospitals. | <ul style="list-style-type: none"> • Suppliers • Internal and external auditors • Hospitality Managers and relevant leaders in external acute care and aged care customer facilities |

SELECTION CRITERIA

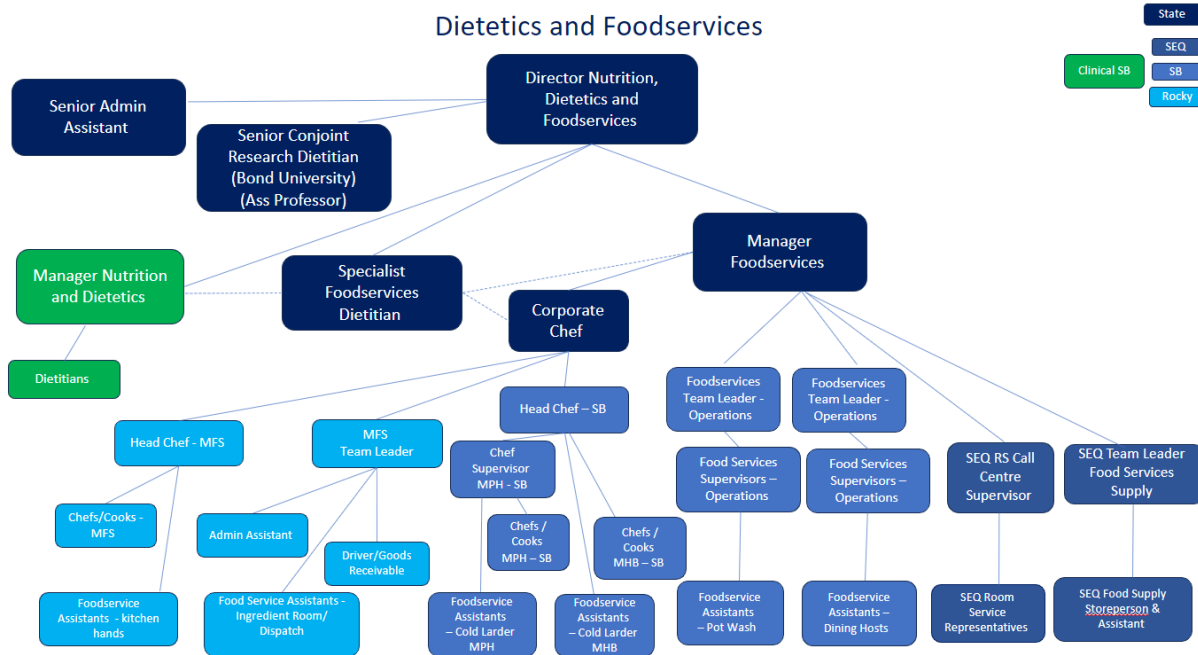
Qualifications

- Must have three (3) years' experience in a leadership or supervisory position.
- Current (within the last 5 years) Food Safety Supervisor Certificate.
- Desirable - Qualifications in Business Management, Hotel Management

Skills, knowledge and experience

- Demonstrated understanding and knowledge of contemporary kitchen operations with a strong customer service focus.
- Demonstrated ability to review and analyse data and report against budget.
- Knowledge of risk management and required safety standards.
- Proficient in the application of computerised information systems and applications including Microsoft Word and Excel.
- Demonstrated ability in organisational rostering and management of staff

THE POSITION WITHIN OUR ORGANISATIONAL STRUCTURE



WHY WORK FOR US?

We offer salary packaging, career progression, flexible working hours and leading training and skills development.

As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive; where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage all applications.