

## Statement of Duties

<b>Position Title:</b> Food Services Officer	<b>Position Number:</b> Generic	<b>Effective Date:</b> February 2016
<b>Group and Unit:</b> Tasmanian Health Service (THS) – Hotel Services and Logistics		
<b>Section:</b> Food Services	<b>Location:</b> South	
<b>Award:</b> Health and Human Services (Tasmanian State Service)	<b>Position Status:</b> Permanent/Fixed Term/Casual	
	<b>Position Type:</b> Permanent/Part Time/Casual	
<b>Level:</b> 2	<b>Classification:</b> Health Services Officer	
<b>Reports To:</b> Food Production Supervisor or delegate		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-employment	

### Focus of Duties:

- Assist with food preparation, production, plating service, warewashing, and cleaning duties in the provision of catering services to patients, visitors and staff of the hospital.

### Duties:

1. Assist in maintaining a high standard of food preparation, production, service, meal distribution, warewashing and cleaning of the hospital service areas at all times and in accordance with the relevant codes of practice.
2. Ensure patient identification is correct prior to delivering the meal and observe all dietary restrictions allocated to patients.
3. Perform receipt and storage duties associated with food supplies in line with food safety guidelines.
4. Perform general food preparation, service, menu related and cash handling duties.
5. Prepare vegetables, salads, diet requirements, including fluids and sandwiches, and assist in the serving of food in a timely manner.
6. Responsible for cleaning and sanitising all kitchen equipment, utensils, floors and walls as directed by relevant supervisors and in accordance with guidelines.
7. Remove all rubbish and vegetable scraps to designated rubbish area.
8. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
9. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying jobs at this classification level.

### **Scope of Work Performed:**

The Food Services Officer is responsible for;

- performing tasks efficiently and effectively and in accordance with training and direction..
- ensuring patients, visitors, and staff receive their correct meal and that all food service equipment is returned from wards promptly and efficiently.
- providing meal service to patients in a polite and courteous manner and in accordance with patients' needs.
- maintaining confidentiality concerning patients and staff.
- Exercising reasonable care in the performance of duties consistent with the relevant Work Health and Safety legislation.
- working in an efficient, effective and safe manner.

Comply at all times with THS policy and protocol requirements, in particular those relating to hand hygiene, fire awareness and manual handling, and undertake annual education in relation to the requirements.

### **Essential Requirements:**

*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a) crimes of violence
  - b) sex related offences
  - c) serious drug offences
  - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### **Selection Criteria:**

1. Knowledge and experience, and/or relevant qualifications, in food preparation and production, cook-chill procedures and working within a large organisation.
2. Knowledge and understanding of general food handling and food hygiene regulations and proven ability to maintain all work areas and equipment in a hygienic state.
3. Ability to maintain a high standard of personal hygiene and personal appearance in accordance with food services policy.

4. Good communication skills with the ability to read, follow instructions and relate effectively with patients, visitors and staff.
5. Understanding of appropriate Work Health and Safety legislation and codes of practice.

### **Working Environment:**

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.