



## ROLE DESCRIPTION

<b>Role Title:</b>	Food Services Coordinator		
<b>Classification Code:</b>	OPS3	Position Number	
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)		
<b>Site/Directorate</b>	Hampstead Rehabilitation Services		
<b>Division:</b>	Operational Services		
<b>Department/Section / Unit/ Ward:</b>	Food Services		
<b>Role reports to:</b>	Food Service Manager		
<b>Role Created/ Reviewed Date:</b>	August 2024		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
<b>Immunisation Risk Category:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

## ROLE CONTEXT

<b>Primary Objective(s) of role:</b>
<p>The Food Services Coordinator is responsible to the Food Services Manager, for coordinating and supervising the delivery of a range of Food Service functions, specifically those relating to catering and cleaning. The primary role of the position is to coordinate the work of the team of Food Services staff and to utilise a high level of practical skills and knowledge to support and ensure the delivery of essential services to consumers.</p> <p>The Food Services Coordinator is required to determine work priorities and allocate work activities, oversee work routines and methods and ensure that work quality and delivery is provided at a high level to meet the needs of the service</p>
<b>Direct Reports:</b>
<ul style="list-style-type: none"><li>Catering Staff report to the Food Services Coordinator.</li></ul>
<b>Key Relationships/ Interactions:</b>
<u>Internal</u>

- Maintain close working relationship with Nursing Staff, the Allied Health Team, the Patient Services Administrator, Patient Services Assistant Staff and the Human Resources Department Staff.

External

- TQEH Food Services - Production & Logistic Manager, Employee Services Coordinator, Kitchen Supervisor and Logistic/Stores Team Leader
- Participates in various organisational committees

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- CALHN has committed to a single service, multiple site models where services will be standardised across hospital and health services sites.
- New facility service site – implementing organisational change on the site.
- Changed model of service on how foods are regenerated and how meals will be served.
- Standardisation of work procedures and documentation e.g. food safety, WHS, work procedures.

**Delegations:**

In line with CALHN's HR and Finance Delegations

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
<p>Contribute to the delivery and effective and efficient patient services and support a positive working environment and culture of excellence across Hampstead Rehabilitation Centre by:</p>	<ul style="list-style-type: none"> <li>• Providing effective leadership and supervision to Food Services Staff.</li> <li>• Determining priorities for routines, methods and procedures.</li> <li>• Coordinating daily staff rostering activities to ensure the staff resource requirements of Hampstead Rehabilitation Centre are adequately met.</li> <li>• Contributing to the development and review of work practices and workforce plans on a regular and ongoing basis, including setting, and regularly reviewing, work standards and outputs.</li> <li>• Contributing and undertake specific cleaning and catering audits.</li> <li>• Participating in human resource management activities and the planning, coordination and delivery of staff training and development initiatives, including staff induction, development and performance management programs, including staff Performance Reviews and Development.</li> <li>• Contributing to the recruitment and development of a committed and professional and high performing workforce.</li> <li>• Monitoring, encouraging, and ensuring that the appropriate dress code and PPE is adhered to at all times.</li> <li>• Monitoring to ensure food services standards are maintained including food safety standards are observed and compliant with the Food Safety Plan</li> </ul>

	<ul style="list-style-type: none"> <li>• Providing a focus on a customer service through communication and liaison with the ward staff, dietician, speech pathologist and other customers.</li> <li>• Collecting and collating statistics and other basic information relating to the support services activities as requested by management.</li> <li>• Contributing to the development and support of appropriate information systems and maintenance of proper records.</li> <li>• Responsible for coordinating leave forms ready for presentation to the Employee Services Co-ordinator or Food Services Manger.</li> <li>• Checking time sheets and responsible for ensuring that signed time sheets are sent to shared services in a timely manner or entered in ProAct.</li> </ul>
<p>Monitor and ensure the delivery of a safe and positive working environment for staff by:</p>	<ul style="list-style-type: none"> <li>• Coordinating and managing a range of OHS&amp;W activities, including undertaking injury risk management, ensuring the ongoing availability, maintenance and proper utilisation of labour, tools, materials and equipment, and assisting staff with injury risk management procedures, paperwork and return to work plans.</li> <li>• Facilitating a safe team environment through encouraging the exercise of judgement and initiative and supporting the sharing of knowledge and skills regarding safe work practices.</li> <li>• Participating in, and promoting, a positive customer services culture and a commitment to quality services by contributing to the development of service standards and a code of conduct for staff.</li> <li>• Monitoring, guiding and ensuring the ongoing attainment, maintenance and improvement of the required hygiene standards and work practices</li> </ul>
<p>Contribute to the effective management and operation of the workgroup by:</p>	<ul style="list-style-type: none"> <li>• Liaising, and working closely with a broad range of key internal and external stakeholders, including participating on and supporting committees and work groups as required.</li> <li>• Contributing to the achievement of quality initiatives and activities across the Service, including recommending or implementing improvements where required.</li> <li>• Contributing to the ongoing effective planning, development, review and improvement of services, policies, procedures and training.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

NIL

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

- Excellent verbal and written communication skills.
- Strong numeracy skills.
- Ability to deal with a high-pressure environment.
- Ability to produce clear and comprehensive documents and written reports.
- Demonstrated ability to work effectively under limited direction, either independently or within a team and to plan and coordinate a range of tasks and projects and meet competing deadlines within strict time constraints.

#### **Experience**

- Proven experience in supervising staff and fostering a positive team environment.
- Proven sound experience in developing and providing staff training and development programs and activities.
- Demonstrated experience in undertaking administrative activities and utilising data and information systems.

#### **Knowledge**

- Knowledge of Occupational, Health, Safety and Welfare principles and procedures.
- Knowledge of quality Management principles and procedures.
- Knowledge of general human resource management principles and philosophies and conflict management and team building principles.
- Thorough knowledge of food handling and hygiene standards with regards to 'vulnerable population groups'.

### **DESIRABLE CHARACTERISTICS**

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

- Completion of/and/or studying towards an appropriate course in food handling, hygiene or nutrition.
- Completion of an appropriate course in supervision or management.
- Completion of a recognised course in Supervision.

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

- Ability to contribute effectively to planning and quality assurance initiatives and activities.

#### **Experience**

- Experience working in a Health Care facility or a food, cleaning, Allied Health or Cafeteria services environment.

#### **Knowledge**

- Knowledge of food, cleaning, Allied Health care activities or cafeteria functions.
- Knowledge of cleaning techniques, equipment and chemicals.
- Knowledge of SA Health organisation, objectives and policies.

### Special Conditions:

- 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 *SA Health Criminal and Relevant History Screening Policy Directive*.
- For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, 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.
- For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- 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.
- The incumbent will be required to work over a 5 day roster.

### 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.



## 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 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.

### 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)

## Values

### 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>

### 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.

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.

*The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.*

## **Role Acceptance**

### **Employee Acceptance**

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

**Name:**

**Signature:**

**Date:**

## **Approvals**

### **Role Description Delegate Approval**

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**