

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Food Services Assistant – Distribution 4K
<b>Position Number:</b>	527292, 524819
<b>Classification:</b>	Health Services Officer Level 2
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals North/North West – Launceston General Hospital (LGH)
<b>Position Type:</b>	Permanent/Casual, Full Time/Part Time/Casual
<b>Location:</b>	North
<b>Reports to:</b>	Food Services Supervisor
<b>Effective Date:</b>	July 2022
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Essential Requirements:</b>	Current Working with Children Registration.

*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 if a registration/licence is revoked, cancelled or has its conditions altered.*

**Desirable Requirements:** Experience in food production, hospitality, and customer service industries.

*Note: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.*

## Primary Purpose:

To assist with food preparation, plating and service, warewashing and cleaning duties associated with the provision of food service to patients, visitors, and staff of the Launceston General Hospital.

## Duties:

1. Plating meals and setting trays correctly while observing any dietary restrictions including food allergies.
2. Ensure patient identification is correct prior to delivering meals, comply with hand hygiene and infection control guidelines.
3. Operate regeneration ovens/trolleys and other food service equipment safely as per guidelines.
4. Meal service to hospital patients and other clients, ensuring high quality customer service at all times.
5. General food and beverage preparation tasks, including supplements and hot and cold beverages.
6. Maintain a high standard of cleanliness and hygiene in all work areas, including all associated equipment.
7. Complete monitoring records and tally sheets, both hard copy and electronic, associated with food safety measures and the use of resources.
8. Attend relevant ongoing training sessions, and as required, guide and assist less experienced employees.
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 positions at this classification level.

## Key Accountabilities and Responsibilities:

Tasks will be undertaken in a team environment, with regular supervision provided by the Food Services Supervisor. The occupant of this role is responsible for:

- Providing a quality food and beverage service in a polite and courteous manner that meets the needs of consumers.
- Maintaining confidentiality concerning patient and staff information.
- Assisting in maintaining all areas and equipment under Food Service's jurisdiction at an optimum level of hygiene and cleanliness.
- Operating various forms of equipment, following optimum safety measures and reporting unsafe acts and conditions.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

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 understanding of compliance relating to safe food handling.
2. Understanding of, and ability to comply with, workplace health and safety policies and procedures.
3. A high standard of personal hygiene, cleanliness, and willingness to comply with uniform requirements.
4. Possess the physical capacity to handle/manoeuvre heavy objects and trolleys, conduct cleaning tasks and standing for prolonged periods of time.
5. Ability to understand both written and verbal instructions and to effectively communicate with patients, staff and the public.
6. Ability and willingness to work as part of a team and provide high quality customer service.
7. Experience and knowledge of food allergies, intolerances and cultural considerations, and observing dietary requirements, together with the ability to comply with ID matching processes and infection control measures.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).