DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Food Service Assistant |
| **Position Number:** | Generic |
| **Classification:** | Health Services Officer Level 2 |
| **Award/Agreement:** | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals North West |
| **Position Type:** | Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual |
| **Location:** | North West |
| **Reports to:** | Relevant Supervisor |
| **Effective Date:** | May 2014 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment |

NB. 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:

Assist with the 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. Perform receipt and storage duties associated with food supplies.
3. Perform general food preparation, service, menu related and cash handling duties.
4. Prepare vegetables, salads, diet requirements, including fluids, sandwiches, and assist in the serving of food, in accordance with appropriate Work Health and Safety (WH&S) standards.
5. Cleaning of all kitchen equipment, utensils, floors, and walls as directed by relevant supervisors.
6. Participate in, and contribute to, continuous quality improvement activities.
7. 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.
8. 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:

The Food Service Assistant is responsible for:

* Preforming tasks efficiently and effectively and as requested, under regular supervision.
* Ensuring patients, visitors, and staff receive their correct meal and that all food service equipment is returned from wards promptly and efficiently.
* Maintaining a pleasant disposition towards customers.
* Exercising reasonable care in the performance of duties consistent with the relevant WH&S legislation.
* Providing labour in an efficient, effective and safe manner.
* Championing a child safe culture that upholds the National Principles for Child Safe Organisations. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
* Where applicable, exercising 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.
* Complying at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

### 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:
   1. crimes of violence
   2. sex related offences
   3. serious drug offences
   4. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### Selection Criteria:

* 1. Ability to communicate with patients, visitors and staff, of all levels.
  2. Oral and written understanding of the English language.
  3. Capable of maintaining a high standard of personal hygiene.
  4. Ability to work in a large organisation.
  5. Knowledge and experience in the food preparation, production and service industry.
  6. An understanding of appropriate WH&S legislation and codes of practice.

### 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 of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

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](http://gormpr-cm01/pandp/showdoc.aspx?recnum=P19/000365).