

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Food Services Assistant
Position Number:	Generic
Classification:	Health Services Officer Level 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North – Launceston General Hospital
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	North
Reports to:	Food Services Supervisor
Effective Date:	May 2020
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:

Provide a high standard of meal service to hospital patients and patrons of the Launceston General Hospital (LGH) Cafeteria.

Duties:

1. Plate meals and set trays correctly for patients.
2. Operate regeneration oven/trolley as per cook-chill guidelines.
3. Provide meal service to hospital patients and Cafeteria patrons, always ensuring quality customer service and satisfaction. Observe any dietary restrictions relating to patients.
4. Maintain a high standard of cleanliness and hygiene in all work areas including all associated equipment.
5. Attend relevant ongoing training sessions and, as required, guide and assist less experienced employees.
6. 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.

7. 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:

- Provide a quality meal service in a polite and courteous manner and meet the needs of consumers. Maintain confidentiality concerning patients and staff.
- Assist in maintaining all areas and equipment under Food Services jurisdiction at an optimum level of hygiene and cleanliness.
- Operate various items of equipment, following optimum safety measures, and reporting unsafe acts and conditions.
- Tasks will be undertaken in a team environment, with regular supervision provided by the Food Services Supervisor.
- Champion 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, 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.

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 of food hygiene practices and their importance in the Food Services Industry.
2. Demonstrated understanding of workplace safety.
3. Demonstrated understanding of personal cleanliness and hygiene and its importance in the Food Services Industry.
4. Ability to understand both written and verbal instructions and to effectively communicate with patients, staff and the public and maintain confidentiality.
5. Ability and willingness to work as part of a team.

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](#).