

POSITION DESCRIPTION

Position:	Food Services Assistant
Division:	Corporate Services
Unit:	Food Services
Enterprise Agreement	Victorian Public Health Sector (Health & Allied Services, Managers and Administrative Workers) Single Interest
Reports to:	Hotel Services Manager

MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. MBPH is a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement.

MBPH provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

MBPH is proud to be affiliated with Monash and La Trobe Universities for the provision of undergraduate and postgraduate Medical, Nursing and Allied Health education. Affiliations also exist with other universities for clinical placement and training.




VISION





Your Hospital – We care.

MISSION

Improving the health and wellbeing of our community by providing quality health services, with care, compassion and skill.

VALUES

 Responsiveness	Responsiveness: Providing frank, timely advice to the Government; high quality services to the Victorian community; and by identifying and promoting best practice.
 Integrity	Integrity: Being honest, open and transparent; acting responsibly; reporting improper conduct; and striving to earn and sustain public trust of a high level.
 Impartiality	Impartiality: Making decisions and providing advice on merit and without bias, favouritism or self-interest; objectively considering all relevant facts and fair criteria.

 Accountability	<p>Accountability: Working to clear objectives in a transparent manner and accepting responsibility for decisions and actions.</p>
 Respect	<p>Respect: Treating others fairly and objectively; ensuring freedom from discrimination, harassment and bullying.</p>
 Leadership	<p>Leadership: Actively implementing, promoting and supporting these values. Leadership is about positive influence, inspiring and empowering others.</p>
 Human Rights	<p>Human Rights: Making decisions and providing advice consistent with human rights; and actively implementing, promoting and supporting human rights.</p>

POSITION SUMMARY

The role of the food services assistant involves the distribution and collection of all our customers menus, food and beverages.

To be responsible for maintaining the cleanliness within the department in line with HACCP and the hospital food safety plan whilst achieving high standards of quality and service that is offered to our customers(internal and external).

The food Service Assistant must be involved in all department programs and practices in compliance with all statutory regulations..

All staff at Mildura Base Public Hospital should have, or aspire to the personal qualities, knowledge and skills as described in the Mildura Base Public Hospital Staff Capabilities Statement.

KEY RESPONSIBILITIES AND DUTIES

- Provide excellent customer service at all times in line with facility service standards/ customer service principles
- Demonstrate the ability to work both independently and within a team structure
- Liaise with patients and relatives and report outcomes or needs to the Manager of the department or your direct line manager/ supervisor
- Ensure all meals are presented in appropriate proportions, of the correct temperature and according to the menu requests of the customer
- Ensure all cutlery, crockery and condiments are presented according to the menu needs
- Involvement in the preparation of special dietary needs for patients as directed by the hospital Dietician/ Hotel Services Manager
- Comply with HACCP and the hospital food safety plan
- Have current knowledge of food temperatures, deliveries, storage cooking and serving requirements in the healthcare industry
- Distribute and collect patient menus, food and beverages
- Adhere to Infection Control Policies and Procedures in relation to food hygiene within the catering department and hospital as a whole
- Demonstrate the ability to prioritise work load so that tasks are completed effectively, to a high standard, safely and in a timely manner

- Have a basic understanding of financial issues related to food costs and food costs/patient day

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Personal Qualities, Knowledge and Skills

- Effective communication skills and proven ability to work effectively in a team environment and independently when required.
- Experience in food preparation in healthcare industry
- Food hygiene certificate preferred, but training will be given
- Excellent time management skills

MANDATORY REQUIREMENTS

National Police Record Check:

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence:

A current Victorian driver's licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.