CASTERTON MEMORIAL HOSPITAL





POSITION SPECIFICATION: CATERING DEPARTMENT

**Employee:**

**Position: Food Services Assistant**

**Responsible to**: Hotel Services Supervisor

**Hours :** □Full Time (Mon-Fri) □Full Time (7 day rotating roster)

□Part Time- Min \_\_\_\_ shifts per fortnight □Casual

**Duration:** Ongoing after successful 3 month review period.

**Commencement Date:**  \_\_\_\_ /\_\_\_\_ /\_\_\_\_\_\_

**Awards & Conditions:** HA1 (Food & Domestic Services Assistant) - In accordance with the Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Enterprise Agreement 2016-2022

1. ***POSITION RESPONSIBILITIES:***
   1. Report to work in a clean and tidy manner, become aware of policies and procedures on safety, wearing of uniforms, personal hygiene and sanitary protocol for food handlers.
   2. To serve the needs of patients/residents in a well presented, courteous and respectful manner at all times.
   3. To ensure the Hospital’s Confidentiality and Privacy Policies are adhered to at all times.
   4. To co-operate with other members of staff to enhance the team work spirit.
   5. To be sure that all catering equipment is used, cleaned and stored correctly.
   6. To be conversant with all Hospital Policies, especially policies and procedures within the Catering Department.
   7. Perform duties as set out in the appropriate duty statement or as directed by the Hotel Services Supervisor or Charge Chef on duty.
   8. Be aware and participate in Quality Improvement programs within Catering Department.
   9. Ensure a sound knowledge of safety, Occupational Health, Infection Control and privacy principals.
2. ***COMMUNICATION:***
   1. To practice effective communication within the Department to encourage a team approach with the aim of providing maximum satisfaction from the work place.
   2. To practice effective communication within the Department through the Hotel Services Supervisor.
   3. To encourage good relations with the public, community and colleagues.
3. ***CONDITIONS OF EMPLOYMENT:***

***QUALIFICATIONS AND/OR ATTRIBUTES:***

* 1. No formal qualifications required, on the job training given.
  2. To have a willingness to work in the health industry and to be approachable and have the ability to learn and work with fellow staff, patients, residents and clients.
  3. Ability to work to set routines and timeframes in an efficient manner.
  4. Ability to work as part of the team in the overall functioning of the hospital.
  5. To be available for in-service training in the function of the tasks required.

1. ***HOURS OF DUTY:***

##### SHIFTS

*Monday to Friday Saturday and Sunday*

*A1 – 7.00am to 3.30pm A1 – 7.00am to 3.30pm*

*A2 – 9.30am to 6.30pm A2 – 9.30am to 6.30pm*

*A3 – 7.00am to 3.30pm A3 – 7.30am to 1.30pm*

*PM – 2.45pm to 8.45pm PM – 2.45pm to 8.45pm*

*A4 – 3.00pm to 6.00pm*

1. ***LEAVE:***
   1. Annual Leave as per Agreement.
   2. Sick Leave as per Agreement.
   3. Other Leave as per Agreement.
2. ***SPECIAL CONDITIONS:***

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| **EMPLOYMENT REQUIREMENTS** | |
| *Our Mission* | To provide services that promotes an individual’s life to the fullest.  **W**ith Open Arms   * To welcome and include all persons equally.   **E**xcellence   * To provide the optimum standard of care and service within available resources.   **A**ccountability   * To be accountable and transparent for all our actions.   **R**espect   * To demonstrate dignity, privacy and honesty towards all clients.   **E**mpathy and Compassion   * To understand and respond to people’s needs and feelings. |
| ***Code of Conduct*** | The expectation is that Casterton Memorial Hospital employees will adhere to the values as outline in the *Code of Conduct for Victorian Public Sector Employees (No 1) 2007.*  [*CMH Code of Conduct Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=1197951\1200169\1745693.pdf) |
| ***Confidentiality*** | You must ensure that the affairs of Casterton Memorial Hospital, its patients, residents, clients and employees remain strictly confidential and are not divulged to any third party, for any reason, except where required for clinical reason or by law. Such confidentiality shall extend to the commercial and financial interest of Casterton Memorial Hospital. Any breach of confidentiality will be viewed as a serious matter and may be subject to disciplinary action including termination.  [*CMH Privacy/Confidentiality Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=183211\1196635\2501880.pdf) |
| ***Contract of Employment*** | Your appointment is subject to your acceptance of the terms and conditions as laid out in your Contract of Employment. Terms and condition will applyuntil by mutual agreement they are altered or replaced in writing. |
| ***Clinical Handover*** | CMH recognises the importance of clinical handover in the delivery of safe, effective, high quality care. It is the responsibility of all CMH employees to ensure that clinical handover is performed in an effective manner with the appropriate communication so that safe, timely and effective patient care is delivered. This includes all employee groups who provide clinical and non-clinical care in their role at CMH  [*CMH Clinical Handover Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=183211\1196635\2918691.pdf) |
| ***Infection Control*** | It is the responsibility of the employee to comply with the Infection Control policies and practices of Casterton Memorial Hospital. You will also be expected to participate in infection control education yearly**.**  [*CMH Infection Control Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=183211\1196635\5001598.pdf) |
| ***Information Technology*** | The employee is to be aware of the need to be familiar with and able to access and use the technology systems e.g. computer, intranet, email, telephone, photocopier, facsimile machines, data projector. They will also need to become familiar with the programs used by Casterton Memorial Hospital.  [*CMH Information Technology & Communications Management Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=183211\1196635\1197496.pdf) |
| ***OH&S*** | CMH does not tolerate violence or aggression in the work place. All employees must provide evidence of training in occupational violence prevention or complete a compulsory unit on employment. The employee is required to comply with all Casterton Memorial Hospital Occupational Health and Safety policies and procedures. Employees should take reasonable care to ensure personal safety and the safety of others is not compromised by their actions or omissions in the workplace. Employees must take special note of minimal / manual handling guidelines with their work practices. Employees should notify or rectify actual or potentially hazardous situations where appropriate and report as soon as practicable, unsafe equipment, work practices or conditions (Occupational Health and Safety Act 2004 - Sec 25)  [*CMH Occupational Health and Safety Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=183211\1196635\5001582.pdf) |
| ***Charter of Human Rights & Responsibilities*** | The employee is required to understand this “Charter” which sets out basic rights, which are protected by law for all Victorians, in regards to freedom, respect, equality and dignity. Employees should act compatibly with the charter rights.  [*Victorian Charter of Human Rights & Responsibilities*](http://www.humanrightscommission.vic.gov.au/index.php/the-charter) |
| ***Quality & Safety*** | * All employees should understand the application of National Safety and Quality Healthcare Standards, Aged Accreditation Standards and other applicable regulatory standards to ensure compliance is maintained. * Actively participate and support CMH Quality Improvement framework, plan, activities, audits, projects and documentation. * Adhere to CMH Emergency, OH&S and Safety procedures. * Ensure effective response to and reporting of complaints and incidents.   [*CMH Quality Improvement Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=183211\1196635\12751207.pdf)  [*CMH Emergency Response Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=183211\1196635\17431582.pdf) |
| ***Performance Review*** | The Manager of Nursing Services or Department Head will undertake an initial performance review at three months post-employment then annually.  [*CMH Performance Review Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=1197951\1200169\5988467.pdf) |
| ***Person Centred Care*** | Person Centred Care is an approach to treatment and care that consciously adopts the person’s perspective around such dimensions as respect for the person’s values, preferences and needs, beliefs and cultural needs, family situation and lifestyle. CMH is committed to ensuring that patients, residents, clients and their families/carers are encouraged to play an effective role in planning, development, delivery and evaluation of the services provided by the organisation. CMH employees have a responsibility to encourage patients/residents/clients and their family/carer to participate in all activities undertaken by the organisation and should be considered a part of routine management practice. Examples are the Active Service Model in Primary and Community Health care, dining and socialisation in Residential Care, and active rehabilitation in Acute Care. |
| ***Police Check and Statuary Declaration*** | Appointment is subject to a satisfactory police records check. All staff must have approval by the CEO before confirmation of employment is made.  The applicant is also required to sign a statutory declaration indicating whether since the age of 16 they have been a citizen or permanent resident of a country other than Australia and, that they have no conviction of murder, sexual assault or assault resulting in imprisonment.  [*CMH Police Checks Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=1197951\1200169\6566368.pdf) |
| ***Probation period*** | A probation period of three months will be adhered to after which a permanent contract will be offered if the incumbent’s **initial** performance review is satisfactory. |
| ***Privacy*** | Employment is subject to compliance with the *Health Records Act.* This *Act* requires compliance with Principles related to privacy regarding data collection (including photos), usage and security.  [*CMH Privacy Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=183211\1196635\7530334.pdf) |
| ***Cultural Diversity*** | CMH recognises and respects cultural diversity within the community and is committed to respecting individual beliefs, age, gender, economic, cultural and linguistic backgrounds of CMH clients and staff.  [*CMH Cultural Diversity Plan Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=183211\1196635\6565113.pdf) |
| ***Employee and Student Development and learning environments*** | The employee is required to attend an Orientation Day prior to commencement of employment and participate in their own Personalised Development Program and competencies as they are developed and implemented across CMH. A matrix of mandatory and non-mandatory competencies is updated annually.  CMH actively encourages and supports new employees, trainees and students in the work place. CMH works collaboratively with several universities, schools and TAFES to provide clinical and employee based experience. It is the expectation that all employees are actively involved in supporting and preceptoring these clinical placements and to reflect a continuous learning environment.  [*CMH Orientation of New Staff Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=1205607\1205609\7529621.pdf)  [*CMH Student / Clinical Placement Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=183211\1196635\12667173.pdf) |
| ***Termination of Employment*** | Employees should provide four weeks (or as per award) written notice of termination of employment to the Manager of Nursing Services for nursing staff or the Chief Executive Officer for all other employees.  [*CMH Employee Resignation / Exit Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=1197951\1200169\12891181.pdf) |
| ***Smoke Free Campus Policy*** | Smoking is prohibited throughout all buildings and vehicles controlled by Casterton Memorial Hospital. This policy applies to employees, patients, residents, clients, volunteers, visitors and contractors.  [*CMH Smoke Free Policy*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=183211\1196635\8111042.pdf) |
| ***Employee Assistance Programs*** | All new employees are provided with a mentor to support them during their transition to CMH  [*CMH Mentor Information Pack*](file:///H:\Publisher\Master%20Documents\CMH%20Mentoring%20Information%20Pack.pub)  CMH encourages healthy lifestyle for employees and provides services and referrals to support wellbeing.  [*CMH Employee Assistance Program*](http://prompt.bh.local/PROMPT_CMH/Search/download.aspx?filename=1197951\1200169\12114236.pdf) |
| ***Child Safety and Mandatory Reporting*** | Our organisation is committed to child safety.  We want children to be safe, happy and empowered. We support and respect all children, as well as employees and volunteers.  We are committed to the safety, participation and empowerment of all children.  We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.  We have legal and moral obligations to contact authorities when we are worried about a child’s safety, which we follow rigorously.  Our organisation is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.  Our organisation has robust human resources and recruitment practices for all employees and volunteers.  Our organisations is committed to regularly training and educating employees and volunteers on child abuse risks.  We support and respect all children, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.  We have specific policies, procedures and training in place that support our leadership team, employees and volunteers to achieve these commitments.  [CMH Child Safety and Mandatory Reporting Policy](http://prompt.bh.local/Prompt_CMH/Search/download.aspx?filename=183211\1196635\27195891.pdf) |

*Reference: Australian Charter of Healthcare Rights in Victoria*

*Code of Conduct for Victorian Public Sector Employees (No 1)*

# SIGNED:………………………………………………………. DATE: / /

## Food Services Assistant

# SIGNED:………………………………………………………. DATE: / /

# Hotel Services Supervisor

**Signed Off: ……………………………………………..**

**Chief Executive Officer**

**Dated: ………………………………………………….**

**Author:** Mark Nolte – Food Services Supervisor

**Validated:** Loren Hulm - CSO

**Approved:** Owen Stephens - CEO

**Initial Compilation:** December 1986 (Total Review May 2006)

**Previous Review Date:** December 2015

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**Next Review:** As Required

**Distribution:** Pos. Spec, Catering

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