



Position Description			
Position Title:	Food Services Assistant		
Position Number:	Various	Division:	Euroa Health Inc.
Classification:	As per EBA	Responsible To:	Catering Manager
Mode of Employment*:	Casual	Hours of Employment*:	flexible
Agreement:	Euroa Health Inc. Nurses & Health and Allied Services Collective Agreement 2018		

Position Summary:

The Food & Domestic Services Assistant is an integral member of the support services team who works to achieve a high standard of quality service delivery within the team environment.

The Food Services Assistant will undertake and contribute to ensuring compliance with Food Safety Plans and assumes responsibility for his/her own practice.

Preparation and serving of meals to residents, patients, and other client/customers of EHI as directed.

All staff of Euroa Health Inc. (EHI) are guided by the organisations values, policies, and guidelines.

Key Accountabilities:

- Work effectively as a member of the support services team.
- Provide services to meet and comply with Victorian Government cleaning, laundry, and food safety standards.
- Provide quality customer service to both internal and external customers.
- Undertake food, services for the hospital following relevant hospital processes.
- Comply with EHI Infection Control policies and procedures.
- Ensure completion of all relevant documentation including menus.

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

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Key Selection Criteria:

1. Current certificate of food safety – Level 1 or equivalent
2. Understands compliance to all cross infection control and hand hygiene requirements
3. Ability to work to a high standard with minimal supervision and commitment to work as part of a team.
4. Good interpersonal skills, with a friendly manner when dealing with public and other staff members.
5. Genuine desire to work in the hospitality service within a health service environment.
6. Knowledge of good personal hygiene standards.
7. Flexibility to work when required

Key Relationships:

Internal: EHI staff.

External: Patients, families, carers and visitors.

Key Organisational Requirements	
Best Care at EHI	<p>EHI is committed to “Best Care”, which includes:</p> <ul style="list-style-type: none"> • Achieving the Best Outcomes – Service that is Effective and Safe at all times • Working together to provide customer service that is required for the role that is attentive and patient. • For Every Person, Every Time – Food services that is person-centred <p>Our purpose is to provide a consumer experience that is Personal, Connected and Right and Safe for every person, every time.</p>
Privacy and Confidentiality	<ul style="list-style-type: none"> • Ensure that the affairs of EHI, its patients, clients and staff remain strictly confidential are not divulged to any third party or by law. Such confidentiality shall extend to the commercial and financial interests and activities of EHI.
Workplace Safety Responsibilities	<ul style="list-style-type: none"> • Perform role in a safe manner by adhering to EHI Occupational Health and Safety policies, regulations and agreed safe work procedures and report immediately any potential hazards and/or incidents occurring in the workplace. • Maintains levels of safe operation and competency at all times in the use of technical equipment within the scope of the position. • Adhere to infection control policies and procedures and dispose of waste promptly and in accordance to EHI Policies and practices. • Adhere to all emergency procedures as detailed in the EHI Emergency Procedures Protocol.
Code of Conduct/ Behaviour/ Professional Practice	<ul style="list-style-type: none"> • Practice within the Values of EHI at all times. • Assist in establishing and maintaining effective communication systems within the organization and promote and maintain an environment of teamwork and professionalism. • Work in accordance with relevant legislation, Standards and Polices (as applicable to role), e.g. Charter of Human Rights, Privacy Act & Principles, Equal Employment

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	Opportunity, Bullying and Harassment, Bereavement and Support Standards for Specialist Palliative Care.
Education	<ul style="list-style-type: none">• Demonstrate commitment to personal and professional development.• Ensure educational opportunities are relevant, practical and timely according to the identified needs of the staff member and the department.• Participate in the review of one's own professional development annually, with the department manager.• Complete all compulsory education requirements annually as per EHI Policies and procedures.
Organisational Expectations	<p>Facilities and Equipment</p> <ul style="list-style-type: none">• Maintain surrounds and equipment used within the role, ensuring that cleanliness and safety are adhered to at all times.• Responsible for the reporting of any malfunctioning equipment and /or facility to the appropriate line manager.• Ensure the safety and economical use of all resources at all times.

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Euroa Health

Manual Handling Risk Rating: Moderate

It is a requirement of this position to complete No Lift Education on commencement and undertake annual competency assessments

Security Check

All employees of Euroa Health are required to obtain a current police check and appointment will be subject to new staff meeting the requirements of Health Service Policy and the relevant legislation prior to commencement of employment.

Endorsement: I have read and understand the requirements of this role.

Employee Signature: _____ Date: _____

Manager: _____ Date: _____

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