

## POSITION DESCRIPTION

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<b>Position:</b>	<b>FOOD AND DOMESTIC SERVICES ASSISTANT</b>
<b>Department:</b>	<b>CATERING AND DOMESTIC SERVICES</b>
<b>Reports to:</b>	<b>Support Services Manager</b>
<b>Award</b>	<b><i>Victorian Public Health Sector (Health and Allied Services, Managers &amp; Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025</i></b>

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### ***The Organisation***

Omeo District Health (ODH) is a Small Rural Health Service that provides health and support services to the local communities including Urgent care, Acute, Transitional, Residential Aged, Primary care and Home-based care.

ODH is located in East Gippsland High Country (Omeo & District) - a gateway to the spectacular Alpine region of Victoria, a lifestyle destination with plenty of opportunities for many outdoor pursuits.

Consistent with its mission, ODH aims to promote and enhance the health and wellbeing of the people of the East Gippsland High Country.

We do so by:

- Reaching out to our local rural community in the planning and delivering of our services
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations and  
Investing in strategic partnerships and alliances that help achieve better service outcomes.

ODH is an equal opportunity employer and has adopted a common set of values and code of conduct that drive our everyday work:

**W Wellbeing**  
**E Empathy**

**C Creativity**  
**A Accountability**  
**R Resourcefulness**  
**E Excellence**

Our people are at the heart of our organisation - no matter the role. Every day our people make a difference to the lives of our consumers and their families, demonstrating our commitment and care for our community and staff.

### ***Department***

The Food and Domestic Services Department provides catering and cleaning services across the organisation. It ensures that residents, patients, staff and other customers receive high quality meals on time and in line with individual dietary requirements. It prepares a range of meals fresh, on site and to relevant food safety standards. It also provides Meals-on-Wheels for community clients.

The environmental services team makes sure that all hospital areas are kept clean and hygienic at all the time, ensuring a welcoming and safe place for visitors, residents and staff. This includes ensuring relevant cleaning and linen supplies are managed, stored and replenished accordingly.

## **Role**

### Position Summary

The Food and Domestic Services Assistant role supports the catering team with meal preparation, delivering of meals and a range of cleaning duties related catering. The role functions according to established routines, methods and procedures, under routine supervision. The role will sometimes be required to undertake other ad-hoc / incidental duties associated to the role, as directed by the supervisor.

### Key Responsibilities and Duties

#### **Catering assistance**

- Assist the cook to preparation and delivery of food to patients/residents, meals on wheels, for various functions, meetings etc
- Delivery of tea and coffee, snacks and serving pre-plated meals and any additional supplements
- Cleaning of the associated dishes and utensils;
- Cleaning and preparation of areas used for food preparation; as well as dining and servery areas
- Delivery of meal items in a safe and appropriate manner by using the correct patient identifiers and following any relevant allergen guidance
- Adhere to food safety guidelines when preparing, serving and storing food.
- Ensure the provision of a quality food service to clients.
- Restock supplies and equipment as required
- Store delivered stock appropriately ensuring stock rotation.

#### **Legislation, Regulations and Standards**

- Comply with the requirements of relevant legislation, regulations and standards where they directly impact on the service activity

#### **Privacy, Dignity & Confidentiality**

- Recognise and respect consumer right to privacy, dignity and confidentiality.
- Demonstrate a commitment to and understanding of the Information Privacy Principles concerned with empowering individuals to manage, as far as practicable, the collection, use and dissemination of personal information about themselves.

#### **Workplace culture**

- Establish positive and productive working relationships within the organisation and externally
- Model and incorporate ODH values and behaviours outlined in ODH's code of conduct into all aspects of work practice and communications
- Encourage a positive workplace culture supported by respectful and non-discriminatory practices

#### **Occupational Health and Safety**

- Ensures that work practices are carried out in accordance to the Occupational Health & Safety policies of the organisation.
- Promotes a safe working environment by identifying and reporting hazards.

#### **Infection Control**

- Promotes optimal infection control practices, appreciating the importance of Hand Hygiene as the single most important factor in reducing the risk of spreading infection.
- Maintain compliance with wearing/using uniform and protective clothing and/or equipment provided.

## **Professional Development**

- Participates in annual performance review and development program.
- Maintain knowledge required for the performance of the position.
- Complete ODH Mandatory Education Training annually.

## Key Selection Criteria

Omeo District Health is an equal opportunity employer. ODH has adopted a common set of values across the organisation and developed associated behaviours around these values. Selection will be based on assessing demonstrated performance of the skills, knowledge, behaviours and other personal qualifications relevant to the role.

### **Service delivery**

- Working knowledge of catering functions
- Prior experience in dealing with customers in health or similar

### **Organisational skills**

- Self-motivated and well organised with good time management skills
- Able to prioritise workload to meet quality and timelines expectations,
- Able to adopt a flexible and positive approach to change in work priorities

### **Communication**

- Sound communication skills
- Ability to enhance the front-line customer service and ODH profile in the community.
- Demonstrated ability to work with confidential and sensitive information

### **Team work**

- Demonstrated commitment and ability to work as a member of the team

### **Continuous improvement**

- Demonstrated knowledge and commitment to continuous improvement and delivering high standards of cleanliness and food safety
- Demonstrated commitment to ongoing education of self and colleagues

**Risk Assessment / Job Analysis**

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

<b>Aspects of Normal Workplace</b>	<b>Frequency</b>
<u>Work Environment</u> <ul style="list-style-type: none"> <li>• Manage demanding and changing workloads and competing priorities.</li> <li>• Work a flexible roster with the possibility of extended hours.</li> <li>• Sitting at the computer or in meetings for extended periods of time.</li> <li>• Work in a team environment and at times independently.</li> <li>• Exposure to Substances. Hazardous substances are part of the hospital workplace (e.g. blood). Protective equipment and procedures are in place to prevent contact.</li> </ul>	Continual Continual Occasional Regular Occasional
<u>Work relationships</u> <ul style="list-style-type: none"> <li>• Work within a team environment</li> <li>• Professional interaction with medical nursing and admin staff</li> <li>• Interact with staff from other hospitals/organisations</li> <li>• Interact with members of the public</li> <li>• Interact with patients and relatives</li> </ul>	Continual Regularly Regularly Regularly Continual

**Performance Review:**

Six months after commencement of employment, then annually thereafter.

I, .....

Agree to undertake the duties as specified in the position description, and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organization's policies and procedures.

Signature: \_\_\_\_\_ Date: ...../...../.....