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| **Position Title** | Catering Assistant |
| **Position Number** | N5522 |
| **Department** | Support Services |
| **Classification** | Food and Domestic Assistant – HA1 |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative workers) Single Interest Enterprise Agreement 2016-20 |
| **Reports to:** | Catering Coordinator / Environmental Services Coordinator  Manager of Support Services |

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| **POSITION DESCRIPTION** |  |

**Position Purpose**

Under the direction of the Chef or the Food Services Supervisor, the Catering Assistant is responsible for the provision of a variety of quality food and beverages to meet the individual needs of patients / residents.

**Department / Unit Specific Overview**

East Grampians Health Services success is underpinned by the work of our support services based across both Ararat and Willaura campuses. These include kitchen and food services, cleaning, maintenance, aged care, building and environmental maintenance. Additionally, EGHS operates and maintains its own café (Café Pyrenees) available to all staff, patients, visitors and the wider community. Each of these program areas are vital to ensuring the safe, efficient and welcoming environment of EGHS.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service is a rural health service located in Ararat and Willaura in Western Victoria and is an integral part of a thriving community that is committed to quality services providing health and wellbeing to people of all backgrounds.

Serving a diverse community, East Grampians Health Service delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, residents and the community.

**Our Vision**

To be leaders in rural health care

**Our Strategic direction**

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines and is underpinned by our organisational values and behaviours - ‘improving our communities health and quality of life through strong partnerships and by responding to changing needs’.  We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being ‘leaders in rural health care’:

**BETTER HEALTH**

1. A system geared to prevention as much as treatment
2. Everyone understands their own health risks
3. Illness is detected and managed early
4. Healthy neighbourhoods and communities encourage healthy lifestyle

**BETTER ACCESS**

1. Care is always there when people need it
2. More access to care in the home and community
3. People are connected to the full range of care and support they need
4. There is fair access to care

**BETTER CARE**

1. Target zero avoidable harm
2. Healthcare that focuses on outcomes
3. People are active partners in care
4. Care fits together around people’s needs

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY,%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

* Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check.
* All staff are expected to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.
* East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* Preparation, serving, presentation and delivery of food and refreshments
* Receive and store kitchen supplies
* Clean and maintain kitchen premises
* Comply with health, safety and security procedures
* Recognise and seek assistance from other staff members when tasks fall outside ability or scope of practice
* Undertake delegated tasks effectively and appropriately
* Participate in team work through effective collaboration and communication processes
* Adheres to the duty list of the rostered shift
* Comply with health service policy regarding uniform and punctuality

**Aged Care – Montessori Model of Care**

People with dementia and those who have a cognitive impairment are often confronted with what they can no longer do or with the mistakes they make. Montessori principals are designed to focus on what they can still do. This is a person-centred approach focusing on the person’s capabilities, capturing their interests and showing them respect.

* Come to work with a positive attitude
* Wear your name badge
* Works with the team, the principals of Montessori and the prepared environment by supporting resident/client dignity and choice in their roles, leisure and lifestyle activities and activities of daily living.

**Key Performance Indicators**

* Participate in the annual performance appraisal process

Key Selection Criteria

**Essential Criteria:**

* Basic or advanced Food Handling courses to meet the Food Safety requirements
* Self-reliant, motivated and innovative with the ability to respond to a situation where a high level of professional autonomy exists, whilst working within EGHS policies and protocols
* Commitment to quality, best practice and environmental safety
* Demonstrates Quality Customer Service
* Excellent communication, negotiation, organisational and time management skills
* Able to liaise across the full spectrum of health and welfare services and relate positively to a wide range of people
* Knowledge of occupational health and safety and hygienic work practices
* Work in a safe manner according to documented procedures and guidelines
* Respect patient privacy and confidentiality

**Must comply to having or completion of:**

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)

**Desirable Criteria:**

* Experience working within a health service industry
* Passion for food

**Acknowledgement**

Employee Signature:

Employee Name: Date:

Manager Signature:

Manager Name: Date:

**Developed Date: June 2019**

**Developed by: Director Support Services**