

# Position Description

## FOOD & DOMESTIC SERVICES ASSISTANT

Vision: To enrich the health and wellbeing of the community

<b>NAME</b>	
<b>REPORTS TO</b>	Facilities and Support Services Manager.
<b>AREA OF RESPONSIBILITY</b>	<p>The purpose of the Food Services Assistant is support the Cook with all food preparation and food delivery functions. Specifically these functions include the delivery &amp; collection of food to/from patients/residents, meals on wheels, functions, meetings etc. and the cleaning of the associated dishes and utensils.</p> <p>The purpose of the Domestic Services Assistant is to ensure that all areas of the health service are maintained to the highest standard of appearance and meet all required infection control requirements.</p> <p>The Food &amp; Domestic Services Assistants are required to undertake any other associated duties as directed by the Facilities and Support Services Manager.</p>
<b>ESSENTIAL</b>	<p>Good communication skills.</p> <p>Able to work well in a team environment</p> <p>Good time management skills.</p> <p>Food Handlers Certificate Level I</p> <p>Knowledge of Studer and People Excellence Every Time (PEET)</p>
<b>DESIRABLE</b>	Previous food & domestic service experience in a health service setting
<b>SAFETY AND QUALITY</b>	<p>Actively participate in organisational processes</p> <p>Model behaviour that supports the organisations commitment to safety, quality and person centred care.</p> <p>Be aware of BDH Fire Safety and Evacuation Procedure and any responsibilities allocated to particular persons</p> <p>Knowledge of BDH's Risk Management policies and procedures, to be able to recognise risks while performing day to day duties report any identified risks and, where appropriate assist management to develop and implement effective measures for the management of risk.</p>
<b>CLASSIFICATION</b>	In accordance with the Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 -2020.
<b>HOURS OF WORK</b>	As per contract

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<b>CORE VALUES</b>	<p><b>Impartiality</b> <i>All decisions will be made objectively considering all relevant and known facts</i> <i>All people will be treated equally and fairly, recognising individual abilities</i> <i>Client focus</i> <i>Be an advocate for our clients</i> <i>All information related to persons and BDH will be treated as confidential</i></p> <p><b>Accountability</b> <i>Carryout work practices in a responsible and ethical manner</i> <i>Actively support and communicate with members of the team</i> <i>Share knowledge and achievements</i> <i>Actively encourage a workplace free from bullying, harassment and discrimination</i> <i>Promote a culture of learning; encourage innovation in the workplace</i></p> <p><b>Integrity</b> <i>Maintain a sense of humour, warmth and tolerance</i> <i>Perform work in a courteous, efficient and professional manner</i> <i>Respect, support and value work colleagues</i> <i>Recognise and support other peoples differences</i></p>
<b>KEY SELECTION CRITERIA</b>	<p><b>KSC1</b> Enusre 100% of all Food Safety Documentation &amp; Cleaning Schedules are complete</p> <p><b>KSC2</b> Evidence of ability to work to a high standard with minimal supervision and commitment to work as part of a team.</p> <p><b>KSC3</b> Evidence of interpersonal skills, with a friendly manner when dealing with residents, patients, clients, staff &amp; community members.</p> <p><b>KSC4</b> Genuine desire to work in the hospitality service &amp; perform cleaning duties within a health service environment.</p> <p><b>KSC5</b> Evidence of good personal hygiene standards and understanding of BDH infection control policies and procedures.</p> <p><b>KSC6</b> Evidence of willingness to work weekends and variable shifts as required.</p> <p><b>KSC7</b> Evidence of contribution to build a positive team culture.</p>

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SPECIFIC FUNCTIONS AND REPSONSIBILITIES	
Key Responsibility Area 1	DESCRIPTION
<p><b>Personal &amp; Professional Development</b></p> <p><i>Demonstrated experience and understanding of the need for continuation of both personal &amp; professional development.</i></p>	<ul style="list-style-type: none"> <li>• Maintain contemporary knowledge of all food and cleaning standards to ensure that tasks are carried out meet all legislative and health service requirements.</li> <li>• Actively participate in all mandatory competencies and training as required to ensure service delivery meets the strategic needs of the department and changing legislative requirements.</li> <li>• Demonstrated safe working knowledge of Food Safety and Chemical Management processes.</li> <li>• Actively participate in annual performance appraisal.</li> <li>• Participate in rounding with manager</li> <li>• Participate in weekly huddles</li> </ul>
Key Responsibility Area 2	DESCRIPTION
<p><b>Customer Service</b></p> <p><i>Evidence of positive feedback and consumer satisfaction.</i></p>	<ul style="list-style-type: none"> <li>• Promote a culture of person centred care by providing prompt and efficient customer service to all internal and external customers.</li> <li>• Ensure feedback and complaints are listened to and reported to the Cook and/or Facilities and Support Services Manager where required.</li> <li>• Maintain confidentiality on all issues relating to the health service, residents/patients and colleagues.</li> <li>• Demonstrated committed to ensuring all women, men, people from diverse cultural experiences, including Aboriginal and Torres Strait Islander people, class positions and social circumstances, sexual orientations, health and illness conditions are treated appropriately according to their specific needs.</li> </ul>
Key Responsibility Area 3	DESCRIPTION
<p><b>Administration &amp; Documentation</b></p> <p><i>Through the use of BDH processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</i></p>	<ul style="list-style-type: none"> <li>• Ensure that all documentation is accurate and completed in a professional and timely manner and meets legislation and organisational policy</li> <li>• Actively participate in relevant committees and prepare and submit reports as required by the Facilities &amp; Support Services Manager</li> <li>• Ensure that daily checklists, quality audit tools are completed as required.</li> </ul>
Key Responsibility Area 4	DESCRIPTION
<p><b>Technical Skills and Application</b></p> <p><i>Demonstrated knowledge and application of the skills required for this position.</i></p> <p><i>This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</i></p>	<ul style="list-style-type: none"> <li>• Ensure all tasks involving food comply with the Food Safety Guidelines and BDH's Food Safety Plan.</li> <li>• Ensure that all cleaning task comply with all infection control requirements Assist the Cook with all food plating, delivery and collection functions including the clean and sanitising of cooking and food preparation areas</li> <li>• Apply a clean as you go attitude towards all food preparation and cleaning tasks. In addition to ensure that all areas of the health service including the kitchen are maintained to the highest standard of appearance and meet all required infection control requirements.</li> <li>• Dispose of waste in accordance with BDH guidelines</li> <li>• Ensure that BDH furniture, equipment and facilities are maintained in good working order and any faults are reported in a timely manner</li> </ul>

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Key Responsibility Area 5	DESCRIPTION
<p><b>Teamwork &amp; Communication</b></p> <p><i>Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of BDH.</i></p>	<ul style="list-style-type: none"> <li>Actively promote a team environment which strives for innovation and improvement in all processes.</li> <li>Demonstrated ability to work consistently and positively within a team to achieve custom focused outcomes.</li> <li>Work collaboratively with all members of the multidisciplinary team to facilitate integrated person centred care.</li> </ul>
Key Responsibility Area 6	DESCRIPTION
<p><b>Quality / Safety and Risk Management</b></p> <p><i>Commitment to ensuring quality services are delivered to both internal &amp; external clients through the quality, safety and risk management system.</i></p> <p><i>Act in accordance with all relevant external legislation and internal BDH policies and procedures that relate to this position and the organisation.</i></p>	<ul style="list-style-type: none"> <li>Demonstrate a working knowledge of all relevant external legislation &amp; internal BDH policies and procedures that relate to this position and this health service.</li> <li>Actively participate in and contribute to all quality improvement activities.</li> <li>Minimise incidents of infection control breaches which may impact on resident/patient safety.</li> <li>Actively cooperate with BDH's Occupational Health, Safety and Risk policies and to participate in appropriate safety education and evaluation activities.</li> <li>Actively participate in staff meetings and professional development programs</li> <li>Be aware of BDH Fire Safety and Evacuation Procedure and any responsibilities allocated to particular persons</li> <li>Knowledge of BDH's Risk Management policies and procedures, to be able to recognize risks while performing day to day duties report any identified risks and, where appropriate assist management to develop and implement effective measures for the management of risk.</li> <li>Be aware of and ensure compliance with BDH Manual Handling policies and procedures.</li> <li>Use chemicals according to SDS sheets and product information sheets, and use appropriate PPE (Personal Protective Equipment) when using and handling chemicals.</li> </ul>

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### Performance Indicators

The Food & Domestic Service Assistant's performance will be monitored against the following indicators:

1. Maintain Confidentiality on all issues relating to the health service, residents/patients and colleagues
2. Promote a culture of person centred care by providing prompt and efficient customer service to all internal and external customers.
3. Demonstrated ability to work consistently and positively within the team to achieve customer focused outcomes.
4. Ensure that all documentation is accurate and completed in a professional and timely manner.
5. Ensure all tasks involving food comply with the Food Safety Guidelines and BDH's Food Safety Plan.
6. Actively participate in all mandatory competencies and training as requires to ensure service delivery meets the strategic needs of the department and changing legislative requirements.
7. Actively participate in annual performance appraisal.
8. Achievement of duties as assigned by the Facilities & Support Services Manager

**Actively participates in role modelling above/below the line behaviours supporting the team to bring behaviours above the line.**

Principle/Value	Associated Behaviours
Services are client focused	<ul style="list-style-type: none"> <li>• Having the courage to question what we do</li> <li>• Determined to do the best job you can</li> <li>• Striving continuously to innovate and improve</li> <li>• Being professionally and enthusiastic</li> <li>• Maintaining client focus</li> </ul>
Through impartiality, the rights and choices of people are respected	<ul style="list-style-type: none"> <li>• Showing compassion to all</li> <li>• Demonstrating empathy and understanding at all times</li> <li>• Working as a team and mentoring others</li> <li>• Providing encouragement to others</li> </ul>
Accountability is demonstrated through our actions	<ul style="list-style-type: none"> <li>• Maintaining confidentiality and privacy at all times</li> <li>• Listening to others and accepting differences</li> <li>• Being punctual</li> <li>• Responding courteously</li> <li>• Greeting all people by saying hello, smiling, introducing yourself, being culturally sensitive</li> <li>• Demonstrating consistency in decision making</li> <li>• Treating people equally being considerate and understanding</li> <li>• Being collaborative and collegiate</li> </ul>
Care and services delivered in a manner which demonstrates integrity	<ul style="list-style-type: none"> <li>• Being honest</li> <li>• Leading by example</li> <li>• Being responsible and accountable for your own actions</li> </ul>

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### KEY TASKS - PERFORMANCE APPRAISAL

#### **FOOD** ~ *Applicable if you work in Food Services*

##### **Ability to portion, plate & present food**

*Under direction of the Cook, ensure that all plated food is presented in an attractive and aesthetically pleasing manner and meets any dietary requirements as determined by a qualified health professional.*

##### **Ability to prepare, present and store appetizers, salads & Sandwiches**

*Food is presented in an aesthetically pleasing manner and is garnished*

##### **Receive, transport & store food in a safe & hygienic manner**

*Food is transported and received at the correct temperatures according to the food safety plan and documented correctly. Food is stored as required by BDH's Food Safety Plan*

##### **Apply safe food hygiene practices**

*Work practices are according to BDH food safety plan and the food safety act*

##### **Ability to stack, wash, dry and store dishes and associated implements**

*Dishes are cleaned and store away as per duty and as a team member schedule*

##### **Ability to deliver food & beverages to residents/patients in an efficient and effective manner**

*Food and beverages are delivered in a courteous, person centred and efficient manner*

##### **Clear tables, meal trays & beverage utensils and monitor client satisfaction**

*Tables and meal trays & beverage utensils are cleared in and left in a clean manner*

##### **Distribute menus, process general menus, distribute food & monitor client satisfaction**

*Patient menus are delivered and collected, correct menu is delivered to client*

##### **Ability to facilitate the provision of appropriate foods to the residents/patients with specific dietary requirements.**

*Correct meals are delivered to correct residents/patients*

#### **CLEANING** ~ *Applicable if you work in Domestic Services*

##### **Maintenance of hard floor surfaces**

*Hard floors are clean and free from dust and dirt and smears*

##### **Maintenance of soft floor surfaces**

*Soft floor surfaces are clean and free from dust, dirt and stains*

##### **Removal of stains & spillages from soft floors**

*Follow safe chemical handling processes to remove stains*

##### **Removal of dirt & soil from soft floors or fabric upholstery**

*Dirt & Stains are removed from soft floors, upholster and furnishings following safe chemical handling processes*

##### **Wash & squeegee glass surfaces to remove all visible dirt & grime**

*Windows are cleaned and free from visible dirt, dust and smears*

##### **Wash external surfaces to remove all visible dirt & grime**

*External surfaces are clean and free form dust and dirt*

##### **Undertake detailed clean of window covering to remove all dirt & grime**

*Window coverings are free from dust dirt and stains*

##### **Maintain a clean room environment with no traces of visible dust**

*Rooms are clean and free of dust*

##### **Maintain furniture & fittings and dress an area or room**

*Furniture & fittings are clean and room is presented in a tidy manner*

##### **Spot clean external surfaces to remove all visible marks**

*Surfaces are spot cleaned and free form marks*

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**Maintain wet area in an odour free, soil & hazard free condition**

Wet areas are clean, wet floors are correctly signed. Rooms are left free of bad odours

**Remove waste to maintain a tidy environment /area**

Waste is removed and areas are left in a tidy manner

**GENERAL ~ Applicable to both Food & Domestic Services Staff**

**Exchange information**

Effectively communicate and with all people in the workplace to achieve goals

**Use equipment & supplies as necessary**

Use all equipment and cleaning supplies in work area correctly and efficiently

**Communicate appropriately with the client**

Effectively communicate with residents/patients to achieve person centred outcomes

**Identify roles & responsibilities in the workplace**

Correctly identify roles and responsibly in work area

**Demonstrate safe working practices**

Work in a safe manner, using correct equipment and PPE

**Maintain health & safety in the workplace**

Work in a safe manner, and not wilfully place others at risk by own practices

**Participate effectively in meetings**

Regularly and participate in team/area meetings

### PERFORMANCE REVIEW

A performance development and review process will be carried out three months after commencement, and on an informal basis and thereafter on a formal annual basis.

I acknowledge that I have received a copy of this position description. I have read (or had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

EMPLOYEE: .....DATE : .....

FACILITIES

& SUPPORT SERVICES MANAGER: ..... DATE: .....

Review	
3 months	<input type="checkbox"/>
6 Months	<input type="checkbox"/>
Annual	<input type="checkbox"/>

Issued: September 2<sup>nd</sup>, 2009

Reviewed: May 2012

August 2013

July 2014

September 2016