

## POSITION DESCRIPTION

<b>Date</b>	February 2020
<b>Position Title</b>	Catering Assistant (Morning)
<b>Division</b>	Clinical, Perioperative and Support Services - (Hotel Services)
<b>Reports to</b>	Manager, Hotel Services

### SECTION 1

#### Mission, Vision and Values

**Mission:** - To deliver the highest quality healthcare experience for patients

**Vision:** - To be the preferred choice of Doctor's, Staff and Patients, recognised for the provision of high-quality medium acuity surgical services and palliative care.

**Values:** Bethesda Health Care is committed to and promotes the following values:

- Teamwork – we create an environment of unity and togetherness
- Respect – we recognise and acknowledge the uniqueness and value of every individual
- Integrity – we demonstrate honesty and trust
- Compassion – we work to express God's love through a caring expression of kindness, tolerance and tenderness
- Excellence – we excel in all that we do so that we can promote the mission of our hospital
- Professionalism – we have pride in the high level of care and service we offer

Staff are expected to demonstrate these values in the way they work and to live the positive behaviours as described in the Bethesda Health Care Code of Conduct and to contribute to and promote the positive working culture of the organisation.

### SECTION 2

#### Position Summary and Role Purpose

The Catering Assistant is committed to ensuring all catering supplies are carried out in line with all Food Safe standards while working collaboratively with chefs and all catering staff, patients and other users as well as contributing to the achievement of the smooth run of the catering services within the hospital.

### SECTION 3

#### Key Working Relationships

INTERNAL	EXTERNAL
Manager, Hotel Services	Contractors
Chef	Food, laundry and cleaning suppliers
Menu Clerk	
Catering staff	

Teamwork, Respect, Integrity, Compassion, Excellence, Professionalism

Clinical Nurse Managers	
Department Managers	
All staff	

## SECTION 4

### Key tasks, Responsibilities, Outcomes and Activities

#### Preventing and Controlling Health Care associated Infection

- Perform hand hygiene
- Maintaining Food Safe standards

#### Key tasks

- Clear away soiled dishes from the previous night
- Set up and prepare cereals, yoghurts etc. for breakfast
- Fill up Bain-marie, place porridge pots and milk jugs to heat up, assist in making toast as required
- Start breakfast service by 7:20am starting from Surgical ward ensuring current dietary requirement list and next day menus are ready to go with the trolley
- Deliver breakfast to the wards and serve while identifying the patient by the name on the menu card
- Prepare tea/coffee trolley and serve, return the tea trolley to the kitchen
- Make sure the ward pantry is being cleaned, make note of any stock items for replenishment
- Begin clearing breakfast trays from rooms around 8.30am, strip and wash dishes, set up trolleys for lunch, dinner and breakfast as required
- Deliver and serve morning tea at 10:00am making sure that special diets such as Diabetic, GF etc. are being taken care of
- Collect morning tea trays along with any other soiled dishes around 11.00am and wash the dishes
- Empty dishwasher and refill
- Empty rubbish bins
- Serve lunch at 12:20pm beginning from PCU ward
- Deliver lunch to patients ensuring patient identification has been confirmed
- Collect lunch trays, other soiled dishes at 1.15pm and wash
- Set up any remaining trolleys as required, clean bench areas and dish washing area

## SECTION 5

### Health, Safety and the Environment

- Adhere to policies, procedures and standard operating procedures
- Report incidents, hazards and injuries
- Use personal protective equipment as required and directed
- Raise OSH issues with OSH representative/s
- Promote a safe work environment by assessing the work environment and not misusing or bypassing systems of equipment

## SECTION 6

### Quality and Risk

- Record initiatives and issues in Riskman
- Abide by Bethesda Health Care's Code of Conduct, Occupational Health and Safety legislation, Equal Opportunity Act
- Complete mandatory training and participate in development reviews

## SECTION 7

### Partnering with the Consumer

- Acknowledging patients, responding to general non-clinical queries, providing assistance as appropriate, encouraging the use of formal feedback systems

## SECTION 8

### Selection Criteria

Qualifications
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Current Police Check (no more than 6 months old)</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Certificate II in Kitchen Operations, or</li> <li>▪ Certificate II, or III in Health Support Services</li> </ul>
Knowledge
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ OSH legislation and requirements</li> <li>▪ EEO practices and principles</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Quality improvement and risk management processes</li> </ul>
Skills
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Well developed written and verbal communication skills</li> <li>▪ Well developed organisation and time management skills</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ NIL</li> </ul>
Experience
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Preparing and presenting food to a high standard</li> <li>▪ Working effectively as part of a team</li> </ul>

- Organising own time and work processes to meet deadlines
- Determining and exceeding customer expectations
- Building and sustaining relationships with colleagues and customers

**Desirable**

- Working in the hospitality industry

**SECTION 9**  
**Acceptance of Position Description**

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Employee

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Date

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Manager

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Date