



## Healthy kids, healthy communities

Compassion

Excellence

Collaboration

Accountability

Equity

Respect

# Food Service Assistant

## Position details

Position Number:	00012541
Classification:	HSW Level 1/2
Agreement:	Hospital Support Workers Agreement
Directorate:	Operations - Service Unit 5 - Allied Health
Department:	Food Services
Location:	Perth Children's Hospital, QEII Campus, Nedlands

## Reporting relationships

This position reports to:

00012523	Food Services Supervisor	HSO G3
----------	--------------------------	--------

Positions under direct supervision:

## Key Responsibility

Provides a quality food service to patients and maintains safe food hygiene in designated working areas.

## About our health service

The Child and Adolescent Health Service (CAHS) is a comprehensive service that supports and treats children from around Western Australia, and is committed to programs that promote lifelong health in children and adolescents.

### CAHS is made up of four service streams:

- **Neonatology:** Neonatology provides state-wide tertiary neonatal services to the sickest newborn babies and infants in Western Australia.
- **Community Health:** a comprehensive range of community based early identification and intervention services, as well as health promotion, to children and families in the Perth metropolitan area. Services are provided in a variety of settings including at home, local community health centres, child and parent centres and schools.
- **Child and Adolescent Mental Health Services (CAMHS):** provide mental health services to infants, children, young people and their families across the Perth metropolitan area. Services include community based programs, inpatient care at Perth Children's Hospital and specialised services for children with complex mental health conditions across the State.
- **Perth Children's Hospital (PCH):** is the specialist State-wide paediatric hospital and trauma centre for Western Australia, caring for children up to the age of 16. PCH is also a centre of excellence for teaching and research, partnering in major paediatric research and education initiatives led by the Telethon Kids Institute (TKI) and the State's universities.

## Our vision

### Healthy kids, healthy communities

Our vision of 'healthy kids, healthy communities' sees that children and young people get the best start in life through health promotion, early identification and intervention and patient centred, family-focused care.

## Our objectives



Care for children, young people and families



Provide high-value healthcare



Collaborate with our key support partners



Value and respect our people



Promote teaching, training and research

## Our values drive us

CAHS promotes a values based workplace culture and all employees are expected to translate our values into action by providing high quality care through:

### Compassion

I treat others with empathy and kindness

### Excellence

I take pride in what I do, strive to learn and ensure exceptional service every time

### Collaboration

I work together with others to learn and continuously improve our service

### Accountability

I take responsibility for my actions and do what I say I will

### Equity

I am inclusive, respect diversity and aim to overcome disadvantage

### Respect

I value others and treat others as I wish to be treated

## Summary of accountabilities

### 1. Food Service Duties

- Responsible for the production, preparation and distribution of food and beverages to patients:
  - Prepares for breakfast services and snack boxes
  - Plates, delivers and services the above meal services
  - Clears and washes dishes after meal services
  - Maintains a high standard of hygiene and cleanliness
- Assists with tray assembly duties
- Sets meal trolleys/tray food items prior to meal services following strict dietary guidelines set by the health service
- Cleans kitchen according to the relevant cleaning schedule.
- Ensures high standards of food safety and personal hygiene as per Hazard Analysis and Critical Control Point (HACCP) standards.
- Works cooperatively and collaboratively with other members of Food Services
- Liaises with patients and hospital staff.
- Assists patients with ordering meals.
- Rotates and replenishes food stock as required
- Contributes to the cost efficient use of hospital resources
- Actively participates in quality monitoring programs and continuous quality improvement activities.

### 2. CAHS governance, integrity, safety and quality requirements

- Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct; the CAHS Vision and Values; and CAHS commitment to protecting children and promoting their safety.
- Maintains a safe work environment by taking reasonable care for own health and safety and that of others.
- Undertakes duties to an agreed performance standard to support safe, high-quality health care with a focus on continual improvement, efficiency, effectiveness and sustainability.
- Directly or indirectly supports the delivery of safe patient care and the consumers' experience ensuring services are family centred.
- Contributes to continuous quality improvement activities by identifying, facilitating or participating in practices in accordance with the requirements of the National Safety and Quality Health Service (NSQHS) Standards, health service strategic direction and the WA Public Sector.
- Completes mandatory and core requirement training as relevant to the role and service.
- Performs duties in accordance with WA Public Sector, WA Health, CAHS and other specific service policies and procedures and applicable legislative obligations under *Public Sector Management Act (WA) 1994*, *Health Services Act (WA) 2016*, *Occupational Safety and Health Act (WA) 1984*, *Disability Services Act (WA) 1993* and the *Equal Opportunity Act (WA) 1984*.

- Actively contributes to the development of the health service by undertaking other duties as directed including additional tasks or projects in line with continual improvement, collaboration and sustainable health initiatives.

## Work related requirements

The following criteria should be considered in the context of the CAHS Vision, Objectives and Values.

### Essential selection criteria

1. Demonstrated knowledge of food preparation and plating practices and techniques.
2. Good communication skills (written and verbal).
3. Demonstrated effective interpersonal skills.
4. Demonstrated knowledge of safe food principles and HACCP principles.
5. Demonstrated knowledge of cleaning practices and techniques.
6. Demonstrated ability to work effectively in a team and with minimal supervision.

### Desirable selection criteria

1. Food Safe Certificate.
2. Previous experience working as a Food Service Attendant in a Hospital or Healthcare environment.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

### Appointment to this position is subject to the following:

- Working with Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- Provision of the minimum identity proofing requirements in line with the standards set by the National Security Strategy.
- Successful criminal record screening clearance.
- Successful pre-employment integrity check.
- Successful pre-employment health assessment.

## Certification

Created on	Last Reviewed	HSS Registered
Insert date	Insert date	3/10/2020

I verify that the details in this document are an accurate reflection of the requirements of the position.

Manager / Supervisor	Signature or HE Number	Date

As an Occupant of this position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant Name	Signature or HE Number	Date