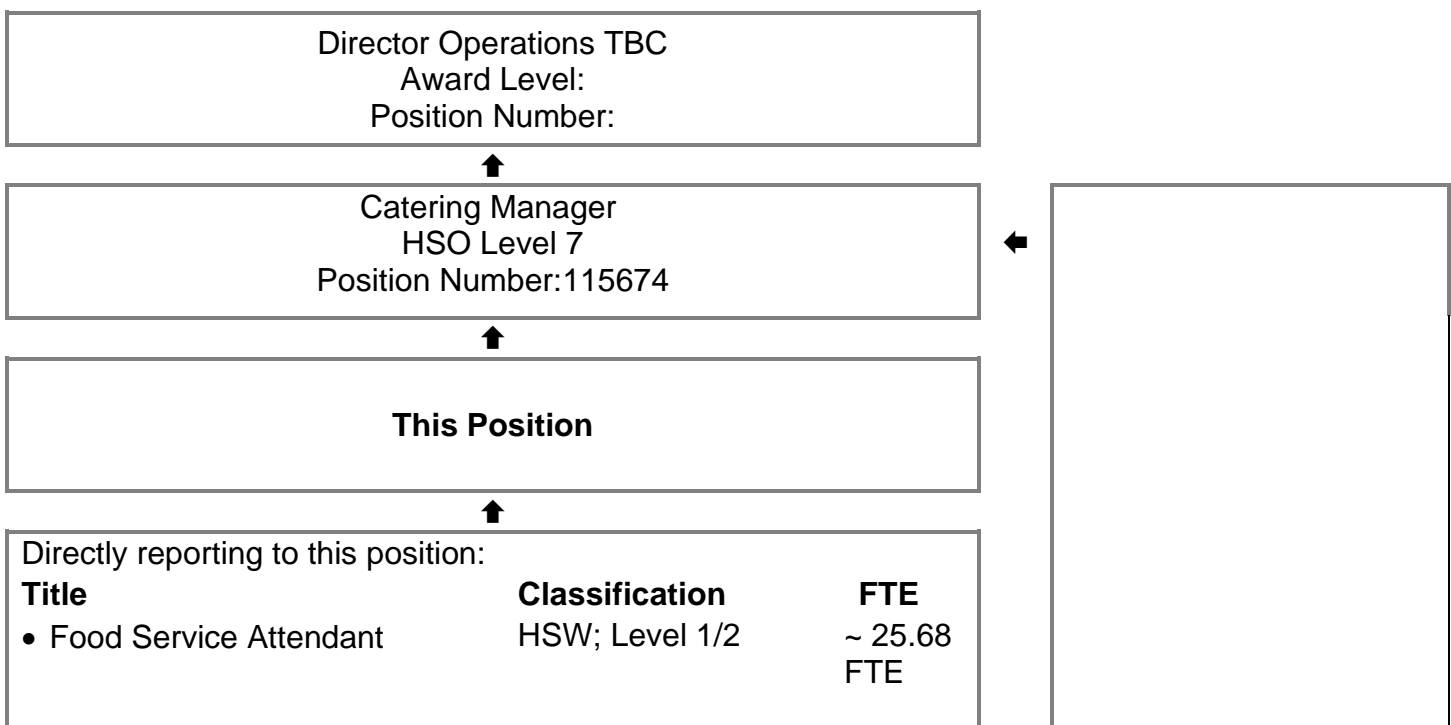




HSS Registered January 2022

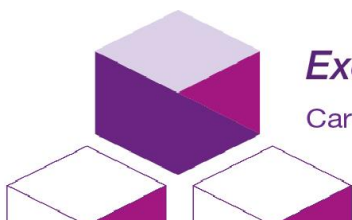
Senior Food Service Attendant
Hospital Support Workers Agreement: HSW Level 10
Position Number: 115679
FSH Patient Catering / Operations Directorate / FSFHG
Fiona Stanley Fremantle Hospital Group / South Metropolitan Health Service

Reporting Relationships



Key Responsibilities

Participates and assists in food preparation and distribution. Provides supervision and support to Food Services Assistants ensuring highest standards of hygiene and food handling are maintained in all food preparation, production and holding areas in accordance with HACCP and Food Safety requirements.



Excellent health care, every time

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

Brief Summary of Duties (in order of importance)

1. Supervisory Requirements

- 1.1 Provides supervision and support to Food Services Assistants (7 FSAs per shift).
- 1.2 Ensures Food Service Assistants have clear direction and understanding of work instructions so that all tasks are completed.
- 1.3 Ensures Food Service Assistant activities are performed in accordance with standards, guidelines, policies and procedures as described in the Operational Plan.
- 1.4 Ensures the quality of Catering Services is maintained to service delivery standards with regards to the provision of meals, snacks and beverages.
- 1.5 Develops, publishes and manages operational workflow plans for plating/dishwashing areas.
- 1.6 Participates in regular team briefings to train and mentor Food Services Assistants.
- 1.7 Ensures Food Services Assistants comply with WHS standards and follows up/reports any incidents/accidents.
- 1.8 Remains focused on best outcomes for patients at all times, providing innovative and patient-centred solutions to issues.
- 1.9 Identifies and provides solutions to potential issues and escalates as required.
- 1.10 Attends team meetings and promotes a positive, proactive team approach.
- 1.11 Acknowledges and values the contribution of others to service provision.

2. Food Safety Requirements

- 2.1 Ensures highest standards of hygiene and food handling are maintained in all food preparation, production and holding areas in accordance with HACCP requirements.
- 2.2 Knowledge of stock control and rotation including temperature control of food at CCPs using the Monika system.
- 2.3 Ensures all food is compliant with Food Standards Australian and New Zealand.
- 2.4 Collates information from the automated menu system, prints menu cards; and assists with plating and preparing for distribution.
- 2.5 Receives phone calls and delegates tasks (including Agility tasks) to ensure performance indicator delivery.
- 2.6 Develops and designs in-service specific training and assists with the orientation of new staff.
- 2.7 Oversees food safety practices ensuring compliance with organisational service delivery work practices, policies and procedures.
- 2.8 Works collaboratively for problem solving / resolution with Menu Monitors, Chefs and Food Services Assistants to deliver a seamless user experience.
- 2.9 Undertakes regular audits and inspections ensuring all food is compliant with Food Standards Australia/ New Zealand including Micro Testing.

3. SMHS Governance, Safety and Quality Requirements

- 3.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 3.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 3.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 3.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

4. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Extensive experience in the ordering, preparation, cooking and serving of meals in a large industrial catering operation.
2. Demonstrated supervisory experience, including performance development.
3. Demonstrated knowledge of food related standards, food safety and HACCP principles.
4. Demonstrated effective interpersonal, verbal and written communication skills.
5. Demonstrated ability to work effectively in a team and with minimal supervision.
6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Food Safety Certificate.
2. Previous experience working in a health care environment.

Appointment Prerequisites

Appointment is subject to:

- 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.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.