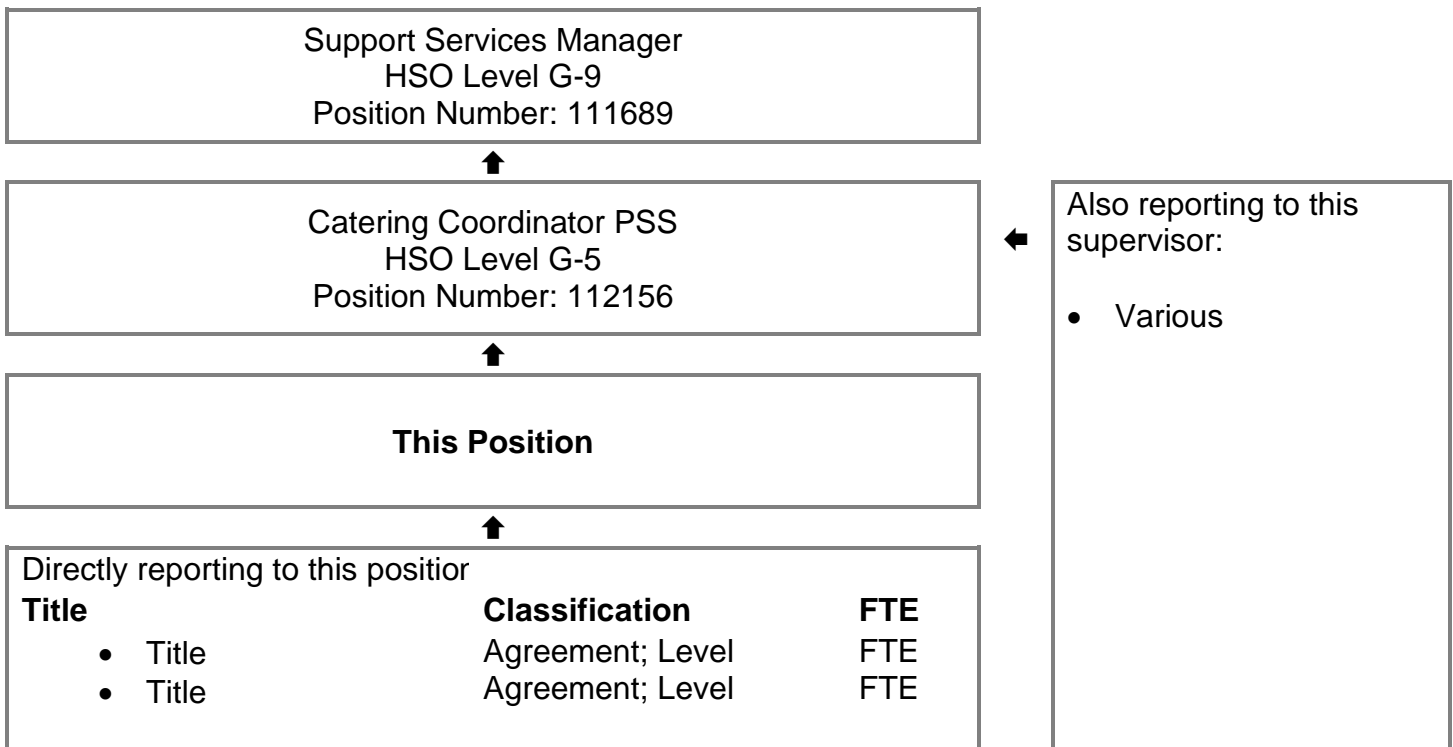




HSS REGISTERED

Senior Food Service Attendant
Hospital Support Workers Agreement: Level 10
Position Numbers: 007122, 114365, 114366
Catering Department Rockingham General Hospital
Corporate Operations Group / South Metropolitan Health Service

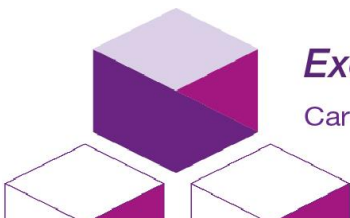
Reporting Relationships



Directly reporting to this position

Title	Classification	FTE
• Title	Agreement; Level	FTE
• Title	Agreement; Level	FTE

Key Responsibilities
 Participates and assists in food preparation and distribution. Provides supervision and support to Food Service Attendant 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

SMHS Values

The SMHS considers the values, attributes and attitudes of candidates along with the assessment of competency-based criteria of the position as part of employee recruitment and ongoing performance development.

SMHS is unified across its hospitals and services by its values and behaviours that provide a strong expectation of conduct for all SMHS staff no matter where they work.



SMHS is committed to driving opportunities to reduce its environmental footprint and promote environmentally sustainable work practices. As a health care provider, we believe it is our responsibility to reduce our emissions for the health and wellbeing of our community. It is also our responsibility to use resources wisely for the health of the planet.



Brief Summary of Duties (in order of importance)

1. Supervisory Requirements

- 1.1 Provides supervision and support to Food Services Attendant by ensuring the roster and allocations are completed.
- 1.2 Ensures Food Service Attendants have clear direction and understanding of work instructions so that all tasks are completed.
- 1.3 Ensures Food Service Attendant activities are performed in accordance with standards, guidelines, policies and procedures.
- 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 Participates in regular team briefings to train and mentor Food Services Attendants.
- 1.6 Ensures Food Services Attendants comply with WHS standards and follows up/reports any incidents/accidents.
- 1.7 Remains focused on best outcomes for patients at all times, providing innovative and patient-centred solutions to issues.
- 1.8 Identifies and provides solutions to potential issues and escalates as required.
- 1.9 Attends team meetings and promotes a positive, proactive team approach.
- 1.10 Acknowledges and values the contribution of others to service provision.

2. Administrative Duties

- 2.1 Liaise with catering staff to ensure mandatory training compliance.
- 2.2 Promotes the awareness and adherence to practices and procedures relating to catering practice to all staff.
- 2.3 Analyses reports in relation to customer satisfaction and food delivery.
- 2.4 Contributes towards the delivery of a customer focused service.
- 2.5 Coordinate emergency leave replacement in the absence of the Coordinator.
- 2.6 Participates in the evaluation of new equipment.

3. Food Safety Requirements

- 3.1 Ensures highest standards of hygiene and food handling are maintained in all food preparation, production and holding areas in accordance with HACCP requirements.
- 3.2 Knowledge of stock control and rotation including temperature control of food at CCPs using the Monika system.
- 3.3 Ensures all food is compliant with Food Standards Australian and New Zealand.
- 3.4 Oversees food safety practices ensuring compliance with organisational service delivery work practices, policies and procedures.
- 3.5 Undertakes regular audits and inspections ensuring all food is compliant with Food Safety Program and HACCP guidelines.

4. SSMH Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment.
- 4.2 Participates in an annual performance development review.
- 4.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 4.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 4.6

SMHS Job Description Form

Workforce Services, South Metropolitan Health Service

Version date: June 2023

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- 4.7 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.
 - 4.8 Completes mandatory training (including safety and quality training) as relevant to role.
 - 4.9 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures, and applicable legislative obligations under the Public Sector Management Act, the Health Services Act, Work Health and Safety Act, the Disability Services Act and the Equal Opportunity Act.
- 5. Undertakes other duties as directed**

Work Related Requirements

Essential Selection Criteria

1. Demonstrated experience and knowledge in the preparation, cooking and serving of nutritional meals and snacks (including special diets and functions) for the patients, staff and other clients of the health service in a timely manner.
2. Demonstrated ability to follow written and verbal instructions.
3. Demonstrated knowledge of Hospital Food Safe and hygiene standards.
4. Proved ability to work with minimum supervision in a small team.
5. Demonstrated commitment to a customer focused service.
6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Work Health and Safety, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Possession of a trade certificate in cooking, food and beverage service or equivalent
2. Knowledge and experience in bulk food preparation working in a cost-effective manner.

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.