

Position Description	Form no: 5.0.4
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POSITION	FOOD SERVICES ASSISTANT	PD No: CAT 7.2
ORGANISATIONAL CONTEXT	<p>Indigo North Health Inc is situated in the northern catchment of Indigo Shire with offices in Rutherglen and Chiltern. Indigo North Health Inc is a public not-for-profit health service.</p> <p>We provide services in:</p> <ul style="list-style-type: none"> • Residential Aged Care • Retirement Village Living • Community Health • Children’s Services <p>We seek to promote the health and well-being of individuals and communities.</p> <p>We do this by:</p> <ul style="list-style-type: none"> • We treat our clientele as we would like to be treated • We treat our colleagues as we would like to be treated • We provide the standard of service to the level that we would like to receive <p>Indigo North Health Code/s of Conduct governs required behaviours and actions.</p>	
VISION	Indigo North Health will play a pivotal role in assisting communities and individuals to achieve the best possible health outcomes	
MISSION	Promote the health and well-being of communities and individuals	
VALUES	The health of individuals and the strength and vitality of their communities is fundamentally important to Indigo North Health. It forms the basis of our strategic direction and underpins our decision-making process	
INH KEY STRATEGIC GOALS	<ol style="list-style-type: none"> 1. Enhance the health of the community through the principles of equity, person-centred care and community engagement 2. Strengthen external relationships in order to better respond to community need. 3. Promote a culture of research and learning 4. Conduct organisational business in accordance with relevant best practice principles 5. Commit to child safety 	

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PURPOSE	The Food Services Assistant contributes to the provision of a variety of quality food and beverages to meet residents' individual needs and enjoyment of food	
REPORTS TO	Catering Manager	
TEAM/WORK AREA	Residential Aged Care	
SUPERVISES AND SUPPORTS	Nil	
CONDITIONS OF EMPLOYMENT AND REMUNERATION	According to the Health & Allied Services Award and Contract of Employment	
EFT	Minimum Hours = ????	
EMPLOYMENT MODE	Shiftwork per fortnightly roster (please note shifts are xxx and 3-8pm, and weekends)	
PROBATION PERIOD	6 months	
LOCATION	Rutherglen	
DOCUMENT VERSION	V 04	
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KEY STRATEGIC GOALS	<ul style="list-style-type: none"> 6. Enhance the health of the community through the principles of equity, person-centred care and community engagement 7. Strengthen external relationships in order to better respond to community need. 8. Promote a culture of research and learning 9. Conduct organisational business in accordance with relevant best practice principles 10. Commit to child safety 	

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KEY SELECTION CRITERIA	<p>Essential:</p> <ol style="list-style-type: none"> 1. Basic Food Handling Course 2. Experience in kitchen work <p>Desirable:</p> <ol style="list-style-type: none"> 1. Experience in residential aged care food services
PHYSICAL STANDARDS (approximate)	<ul style="list-style-type: none"> • Walk / Stand 75 - 100 % of the time • Bend, squat up to 25% of the time • Push trolleys up to 10 - 20 % of the time • Lifting and stretching during food preparation and cleaning for example; lifting crockery, cutlery, washing dishes, mopping 30% of the time
MAIN RESPONSIBILITIES	<ul style="list-style-type: none"> • Preparation, serving, presentation and delivery of food and beverages in accordance with the Food Safety Program (FSP), individual resident's needs and preferences and Duty Statements • Washing dishes and cleaning according to the Food Safety Program • Assist with the monitoring and recording requirements of the Food Safety Program for example, recording temperatures, signing the cleaning schedule when cleaning is completed, documenting the receipt of goods • Contributes to menu planning to meet resident's needs and preferences
REPORTING REQUIREMENTS	<ul style="list-style-type: none"> • Reports to the Catering Manager any concerns related to the FSP • Reports to the RN /PC in Charge any concerns related to residents
PERFORMANCE APPRAISAL	<p>The probationary period will be six months during which you and your supervisor will assess your performance. Following this assessment, your manager will decide, whether to continue your employment and will then conduct annual staff development reviews.</p>

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Key Result Area (KRA)	Performance Criteria	Monitoring Process/es
PROFESSIONAL CONDUCT	<ul style="list-style-type: none"> • Demonstrates a high standard of personal appearance and conduct, that is: clean, neat, tidy, punctual, and respectful language and manner toward customers, visitors and to each other. • Information related to a resident or staff member is at NO TIME discussed with anyone other than the relevant staff member providing service. • Demonstrates a flexible, and enthusiastic attitude toward undertaking a variety of tasks with a team approach. 	<ul style="list-style-type: none"> • Improvement Form System • Management Meetings
QUALITY & RISK MANAGEMENT VHIMS	<ul style="list-style-type: none"> • Provides competent service in accordance with the organisation’s documented policies and procedures and legislative requirements relevant to role. • Participates in the risk management program and contributes to a clean, safe work environment to ensure health and safety of clients/residents/visitors, other staff/volunteers and self. • Actively utilises the VHIMS Victorian Hospitals Incident Management System in place at Indigo North Health Inc. • Reports immediately any equipment or situation which has the potential to be a health and safety issue. • Participates in problem solving processes to resolve health and safety issues. • Actively participates and contributes to Quality Activities which promote quality improvement to service provided, such as meetings, working parties, ongoing education, review of procedures, evaluation of new products and equipment. 	<ul style="list-style-type: none"> • Management Meetings • Incident Reporting Process • Internal Assessment System • Coaching by Manager • Performance Review • Organisational Quality and Risk Management Plan
KNOWLEDGE & SKILLS	<ul style="list-style-type: none"> • Maintains own knowledge and skills through completing related skills and knowledge competency assessments, participation in in-service, and continuing education, including; emergency procedures training, reading notice boards regularly, newsletters and memos as distributed. • Membership of relevant professional group/s, association/s and or network group (recommendation only). • Annual training objectives completed following appraisal to ensure skills and knowledge development to fulfil role. 	<ul style="list-style-type: none"> • Annual Performance Appraisal • Attendance Records • Coaching by Manager

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Key Result Area (KRA)	Performance Criteria	Monitoring Process/es
	On commencement of employment, two shifts in each position will be undertaken as departmental orientation (buddy system) before working independently (Tea, Tea Assistant, Kitchen Hand and Kitchen Assistant – i.e. 8 shifts in total)	
MEETING RESIDENT NEEDS AND PREFERENCES	<ul style="list-style-type: none"> Prepares, serves, presents and delivers food and beverages in accordance with the Food Safety Program (FSP), individual resident's needs and preferences and Duty Statements Participates in menu planning 	<ul style="list-style-type: none"> Meeting minutes Coaching by Manager Performance Appraisal Improvement Form System
FOOD SAFETY PROGRAM	<ul style="list-style-type: none"> Completes cleaning duties according to the Food Safety Program and Duty Statements Assists with the monitoring and recording requirements of the Food Safety Program for example, recording temperatures, signing the cleaning schedule when cleaning is completed, documenting the receipt of goods 	<ul style="list-style-type: none"> Coaching by Manager Performance Appraisal Improvement Form System