



ACT
Government

**Canberra Health
Services**

HSO 4 Cafeteria Officer | Support Services | Logistic Support Services | Infrastructure and Health Services | Permanent full-time

Classification: Health Services Officer 4

Position No: 19621

Directorate: Canberra Health Services (CHS)

Approved Duty Statement Date: 20 August 2019

Initials: GS

About us:

Canberra Health Services (CHS) is focused on the delivery of high quality, effective, person centred care. It provides acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT)—a catchment of approximately 400, 000 people. It also services the surrounding Southern New South Wales region which includes the Bega Valley, Bombala, Cooma-Monaro, Eurobodalla, Goulburn, Mulwaree, Palerang, Queanbeyan, Snowy River, Upper Lachlan Shire and the Yass Valley.

CHS administers a range publicly funded health facilities, programs and services including but not limited to:

- **The Canberra Hospital:** a modern 600-bed tertiary hospital providing trauma services and most major medical and surgical sub-specialty services.
- **University of Canberra Hospital Specialist Centre for Rehabilitation, Recovery and Research:** a dedicated and purpose-built rehabilitation facility, with 140 inpatient beds, 75-day places and additional outpatient services.
- **Three Walk-in Centres:** which provide free treatment for minor illness and injury.
- **Six community health centres:** providing a range of general and specialist health services to people of all ages.
- A range of **community based health services** including early childhood services, youth and women's health, dental health, mental health and alcohol and drug services.

Canberra Health Services is a partner in teaching with the Australian National University, the University of Canberra and the Australian Catholic University.

Overview of the work area and position:

The function of the Food Service Department is to prepare and serve meals and beverages to patients, staff and visitors, as well as the provision of services to other facilities of ACT Health Services north and south of Canberra.

The Food Service Department prepares, cooks and serves an average equates to approximately 3000 meals daily for Canberra Health Services and National Capital Private Hospital.

Food Service is organised into the following functional areas:

- Food Service Administration,
- Operation Support Services - Food preparation and Food Production,
- Patient Services – Meal Plating and Rethermalisation / Meal deliveries to patients/Menu monitors,
- Cafeteria – Food, meals and drinks for staff and guests,
- Stores – Receipt, dispatch and storage of perishable and non-perishable food supplies,
- External sites, Dhulwa & other Community Centres.

Duties:

1. Responsible for consistently producing coffee and other beverages, with the including of other catering functions.
2. Excellent interpersonal and communication skills, including managing customer expectations, staff interactions and liaise closely with other staff members.
3. Maintain a high-quality customer related service to clients, in the provision of beverages in the accordance with the departmental policy and food safety plan and food safety specifications and guidelines.
4. Responsible for refilling and maintaining the fridge and other products available within the café. Checking quality of food, use by dates and temperature checks as well as maintenance and cleaning. Maintain appropriate paperwork for record keeping.
5. Able to use a POS system to place orders.
6. Ensure that all equipment is maintained and kept in working order and to report faults to immediate supervisor on duty.
7. Implement and facilitate staff development and competency assessment in catering related trades.
8. Undertaking other duties appropriate to this level of classification which contribute to the operation of the section with the delivery of high-quality person and family centred, safe and high-quality patient care.

Personal Attributes:

To be successful in this position, it is expected that the successful candidate will have the following attributes:

- Strong communication and interpersonal skills and passionate about high quality customer service.
- Flexibility and adaptability with a changing working environment to enable the provision of responsive services to meet clients' needs;
- Strong organisational, coordination and planning skills and a focus on outcomes.
- High degree of self-drive and initiative.

Qualifications and experience:

Highly Desirable:

- Industry recognized qualifications,
- Food Safety Certificate,
- Minimum 3 years' experience in Café style environment

Desirable:

- Relevant experience in Microsoft Office applications,
- Relevant food service IT systems,
- Current class C Driver's License,

Please note prior to commencement successful candidates will be required to:

- Undergo a pre-employment Police check.

Selection Criteria

These are the key criteria for how you will be assessed in conjunction with your resume and experience.

Your statement of claims against the selection criteria should summarise how your skills and experiences would enable you to fulfil the responsibilities of the position. It is therefore in the interests of candidates to present their application in a way that demonstrates significant outcomes associated with each of the criteria, as well as the capabilities and behaviours that underpin them.

(Please note that it is not necessary to address the capabilities and behaviours individually).

1. Proven knowledge and experience in the provision of a high-quality service to customers, clients and staff within a large cafeteria environment, good communication skills and the ability to liaise with other departmental areas, clients and staff.
2. Demonstrated knowledge of HACCP as it pertains to a large food service organization.
3. Demonstrated skills and understanding in the presentation of beverages. Willingness to accept responsibilities for the presentation and delivery of all beverages.
4. Knowledge and understanding in the operation and use of various types of equipment used in the provision of coffee including a food service IT system, especially management of functions, internally/externally client-based system.
5. Demonstrates a commitment to work, health and safety (WH&S) and the positive patient experience and displays behaviour consistent with Canberra Health Service's values of Reliable, Progressive, Respectful and Kind.

Job Demands Checklist

Physical Demands

Frequency

Sitting - remaining in a seated position to perform tasks	Occasional
Standing - remaining standing without moving about to perform tasks	Frequently
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequently
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	N/A
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	N/A
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Occasional
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Occasional
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Occasional
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Occasional
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Occasional, but only with two people
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Occasional
Hand & Arm Movements - Repetitive movements of hands and arms	Frequently
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequently
Driving - Operating any motor powered vehicle	Occasional

Sensory Demands

Frequency

Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Frequently
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Frequently
Touch - Use of touch is an integral part of work performance	Frequently

Psychosocial Demands

Frequency

Distressed People - e.g. Emergency or grief situations	Occasionally
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Occasionally
Unpredictable People - e.g. Dementia, mental illness, head injuries	Occasionally
Restraining - involvement in physical containment of clients/consumers	N/A
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	N/A

Environment Demands

Frequency

Gases - Working with explosive or flammable gases requiring precautionary measures	Occasionally
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Occasionally
Hazardous substances - e.g. Dry chemicals, glues	Occasionally
Noise - Environmental / background noise necessitates people raise their voice to be heard	Occasionally
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Occasionally
Confined Spaces - areas where only one egress (escape route) exists	Occasionally
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Occasionally
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Occasionally
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Occasionally