



Food Service Operations Officer, Logistic Support Services | Infrastructure and Health Services | Permanent full-time

Classification: Health Services Officer 4
Position No: 37916, 37931 and 37918
Directorate: Canberra Health Services (CHS)

Approved Duty Statement Date: 20 August 2019 **Initials:** GS

Canberra Health Services

Our Vision: creating exceptional health care together
Our Role: to be a health service that is trusted by our community

Canberra Health Services (CHS) is focussed 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.
- **Four 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.

Overview of the work area and position:

This role is for Production, Preparation and Stores Area.

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:

The position is managed by the Dhulwa Facilities Manager for daily operations and the Canberra Hospital Food Services for governance matters such as training, food preparation and food safety compliance under the direction of the clinical staff.

The position is responsible for range duties within Dhulwa primarily for the provision of food services plus the replenishment of consumables, materials management and linen distribution in a secure mental health environment

1. Take directions from the Facilities Manager and assist clinical staff in providing consumers with menus, ordering of food, receipt of deliveries, meal preparation, plating of meals and warewashing in accordance to the departmental security requirements, Food Safety & Nutritional Guidelines.
2. Prepare and distribute trayed meals, mid meals and beverages from facility serveries to consumers or prepare for clinical staff to distribute.
3. Manage and record the issue and receipt of dishware, cutlery and equipment inventory on a per serveries basis, and report any missing cutlery immediately after meal periods.
4. Operate and clean the industrial dishwasher and other equipment as specified
5. Clean, wash and disinfect kitchen equipment and kitchen work area and ward pantries.
6. Order and replenish consumables, materials management and linen distribution as per the weekly schedule including organizing and delivering cleaned items to appropriate areas.
7. Preparation of consumer special catering requirements (BBQ, theme days) including undertaking workplace training.
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:

Mandatory:

- Completed Food Handling Principles.
- Completed or willing to undertake Food Safety Supervisor training.

Desirable:

- Relevant experience in Microsoft Office applications,
- Relevant food service IT systems,

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. Ability to work independently in a Food Service environment including the plating of meals, listed duties under the direction from the Facility Manager for daily operations.
2. Knowledge of hygiene, food storage and food handling procedures or the ability to undergo training in that area including successfully completing the Food Services workplace training program, and general food safety in-service training within six months
3. Able to work both individually and in a clinical team environment.
4. Commitment to Customer Service, Workplace Diversity, Occupational Health & Safety, Industrial Democracy, Food Safety and values of the organisation.
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.