



## **Menu Monitor | Logistic Support Services | Infrastructure and Health Services | Permanent full- time**

**Classification:** Health Services Officer 5

**Position No:** 30488, 30489, 30424, 30490, 30491, 30492, 30497 and 36277

**Directorate:** Canberra Health Services (CHS)

**Approved Duty Statement Date:** 20 September 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.
- **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:**

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. Under the professional direction of the Patient Services Coordinators in consultation with Clinical and Nutrition Teams at CHS/NCPH manage the coordination of the menu requirements for the effective operation of the Menu Office consistent with the relevant policies, procedures and guidelines of ACT Health.
2. To manage meal tray assembly compliance within the patient services team as per guidelines of the MyMeal System.
3. Liaise with ICT Shared Services regarding MyMeal System errors and implement contingency plans as per required.
4. Review Quality Assurance Reports in a timely manner and perform Quality Assurance checks as part of the 'MyMeal' Key Performance Indicator System Reporting.
5. Manage phone requests regarding patient diets requirements or 'bulk' meal orders in conjunction with Nutrition and in accordance with Hospital Policy.
6. Follow nutritional and food safety guidelines relating to products substitutes, notifications on meal assembly line and manage report generation of round lists, tray cards, menu, production lists and late meal reporting/management to ensure timely distribution.
7. Assist in the development and training of new staff in 'My Meal' DIETPAS, hardware management and downtime/contingency operations as required. Attend all Mandatory, 'My Meal', Nutritional, and Food Safety Training sessions as required.
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
- Current class C Driver's Licence

### Desirable:

- Minimum 3 years relevant food service experience highly desired
- 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. Relevant experience or commitment to undertake training in a computer based integrated food and Nutrition Management System as it applies to Patient Services and food production requirements.
2. Demonstrated customer relations, negotiation, risk management and problem-solving skills in a 'sensitive' patient service environment.
3. Developed people management skills clinical, nutrition and patient relates in the daily assistance, ordering and troubleshooting of patient meal requirements. High level written communication skills in a patient environment.
4. Knowledge of dietary and food safety requirements associated with patient care.
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

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

### Sensory Demands

### Frequency

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

### Psychosocial Demands

### Frequency

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

### Environment Demands

### Frequency

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