



**ACT**  
Government

**Canberra Health  
Services**

# Food Service Operations Officer, Logistic Support Services | Infrastructure and Health Services | Canberra Health Services

**Classification:** Health Services Officer 4

**Position No:** P23000, P23312, P22978, P23290, P22977, P23294, P23066, P23314, P23298, P23297, P22962, P22979, P19621, P37916, P37931 and P37918

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

**Approved Duty Statement Date:**                      **Initials:**

## Canberra Health Services

***Our Vision: creating exceptional health care together***

***Our Role: to be a health service that is trusted by our community***

***Our Values: Reliable, Progressive, Respectful and Kind***

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.
- **Mental Health, Justice Health, Alcohol and Drug Services** provide a range of health services from prevention and treatment through to recovery and maintenance at a number of locations and in varied environments for people suffering from mental health issues.
- **Five Walk-in Centres:** which provide free treatment for minor illness and injury.
- **Seven 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 Canberra 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. Work under general supervision, either individually or in a team environment performing a variety of tasks requiring knowledge of standardised practices and procedures for the Food Services work area, including, but not limited to:
  - The serving, delivery and collection of meals and beverages (for Functions and Staff Cafeteria).
  - Performs various duties to assist in filling customers' orders such as barista work and catering functions.
  - Deliver and collect meals and other food and kitchen products both internally and externally (Stores deliveries and Outstation deliveries with Van).
  - Undertake the preparation of salads, sandwiches, Texture modified meals and supplements.
  - Carrying out duties and coordinating of the ingredients control room (Commissary).
  - Meal preparation, plating of meals and ware washing.
  - Manage and recording of any issues using riskman.
  - Operating and cleaning of all utensils and equipment.
  - Order, replenish and receipt of consumables, materials and deliverables.
  - Resolve basic discrepancies where possible and refer others to the supervisor.
  - Prepare or process stores documents and maintain records.
2. Excellent interpersonal and communication skills, including managing customers, staff interactions and liaise closely with other staff members.
3. Maintain a high-quality patient/customer focused service in the accordance with the operational procedures.
4. Take responsibility for the quality of products being received, produced and prepared, ensuring all worksheets, standard recipes and schedules are observed in the production of food stuff for consumption by patients and clients.

5. Maintain compliance with operational procedures to food safety standards including.
  - Hazard Analysis Critical Control Point (HACCP) to ensure food safety compliance,
  - The Food Standards compliance, nutritional compliance,
  - Accreditation and Regulatory Requirements, and
  - Food Safety Program
6. Undertaking workplace training commensurate with Food services.
7. 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:

- Food Industry recognized qualification.
- Current class C Driver's License.

### Desirable:

- Relevant food service work experience highly desired.
- Experience in Microsoft Office Suite.
- 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.

1. Proven sound knowledge and experience in food safety practices and Hazard Analysis Critical Control Point (HACCP).
2. Proven ability to work independently and coordinate the daily operations of food services staff across a range of activities and assist with the general planning and organisation of work.
3. Proven ability work individually and in a team environment, and commitment to ongoing quality improvements for a high-quality patient focused service.
4. Satisfactory completion of training/demonstrated competence in accordance with requirements for this level and proven commitment to professional development.
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.

DRAFT

## 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	Frequently
<b>Trunk Twisting</b> - Turning from the waist while sitting or standing to perform tasks	Frequently
<b>Kneeling</b> - remaining in a kneeling posture to perform tasks	Frequently
<b>Squatting / Crouching</b> - Adopting a squatting or crouching posture to perform tasks	Frequently
<b>Leg / Foot Movement</b> - Use of leg and / or foot to operate machinery	Frequently
<b>Climbing (stairs/ladders)</b> - Ascend / descend stairs, ladders, steps	Frequently
<b>Lifting / Carrying</b> - Light lifting & carrying: 0 - 9 kg	Frequently
<b>Lifting / Carrying</b> - Moderate lifting & carrying: 10 - 15 kg	Frequently
<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	Frequently
<b>Pushing / Pulling / Restraining</b> - Using force to hold / restrain or move objects toward or away from the body	Frequently
<b>Head / Neck Postures</b> - Holding head in a position other than neutral (facing forward)	Frequently
<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	Frequently

### 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