

## Position Description

<b>Position title</b>	Food Service Assistant		
<b>Department / Division</b>	Nutrition & Food Services		
<b>Classification</b>	HA1	<b>Employment Status</b>	Casual
<b>Position reports to</b>	Nutrition & Food Service Manager		
<b>No. of direct &amp; indirect reports</b>	FTE 64		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		

### The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at [www.rch.org.au](http://www.rch.org.au)

### ROLE PURPOSE

The casual Food Service Assistant works as part of a team in the Food Service Department assisting with many of the activities involved with food and/or formula production, distribution and food storage to ensure patients receive high quality meals and feeds in a timely and accurate manner. The position involves being cross-trained across a variety of roles within foodservices including assisting with patient meal set-up, delivering patient meals to the bedside, collecting patient meal trays and dish-washing, and may also include duties in the central formula room including bottle washing and preparation of infant formula/enteral feeds. Kitchen hand duties include kitchen cleaning and sanitising, dishwashing and pot-washing, waste management, salad and sandwich preparation, assisting with patient meal set-up, and other duties as required.

#### KEY ACCOUNTABILITIES

- Work with other staff as part of a team to achieve high quality patient meal service
- Comply with the principles of food safety and the RCH Food Safety Program to ensure food is handled safely at all times.
- Willingness to undertake a variety of tasks as needed.
- Attend regular department meetings and updates
- Maintain a courteous and respectful manner with patients and families.
- Participate in quality activities and improvements in department service development as requested

#### QUALIFICATIONS AND EXPERIENCE

- Previous experience in health or hospitality setting in a similar role an advantage
- Ability to read & write English, sufficient to understand verbal & written instructions and communicate with other staff and with families.
- High standard of personal presentation and hygiene.
- Good literacy and numeracy skills.
- Food Allergy Training Certificate
- Food Handling Certificate Level 1 (Basic Food Safety).

#### KEY SELECTION CRITERIA

- Demonstrated ability to communicate with other staff and with patients and families.
- Level 1 Food Handling certificate and Food Allergy Certificate
- Previous experience in health or hospitality setting an advantage
- Good availability over 7 days per week and flexibility to fill shifts at short notice
- High standard of personal hygiene & presentation
- Ability to work with and maintain good relationships with staff
- Ability to offer high quality customer service
- Good teamwork
- Good attention to detail

#### OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children's Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

#### IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities

- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

#### **RCH COMPACT**

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

#### **QUALITY, SAFETY AND IMPROVEMENT**

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.**

Position description last updated

August 2021