

Position Description

Position title	Cook - Grade 3
Department / Division	Nutrition & Food Services
Classification	Cook - Grade 3 (IN17)
Position reports to	Manager, Nutrition and Food Services
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is A world where all kids thrive. 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

ROLE CONTEXT
The Department of Nutrition and Food Services at The Royal Children's Hospital incorporates the clinical dietetic service, the Main Kitchen that caters for inpatient meals and the Central Formula Room that produces formula, enteral feeds and fortifies expressed breast milk to meet the nutritional needs of patients.

ROLE PURPOSE
This role is responsible for providing high quality food services to our patients and families in our cook fresh centralised plating food service model. This role works as part of the RCH Food Service Team in a variety of food production & distribution areas, ensuring our patients receive high quality, nutritious and safe meals in a timely and accurate manner. The cook needs to be flexible to be rostered across a variety of work areas including the specialised diet kitchen, main kitchen, creche and sandwich preparation.
KEY ACCOUNTABILITIES
• Work as part of a team in food production, distribution and storage; • Flexibility to work within the diet kitchen for preparation of special meals, bulk cooking within the main kitchen for patient meals and creche meals/sandwich preparation • Liaise with Food Service Dietitian and supervisors regarding the specific dietary needs of individual patients; • Communicate with other team members to ensure that tasks are undertaken effectively and that patient needs are met; • Provide good customer service. Record communication accurately in writing when required; • Participate and contribute to continuous quality improvement activities in the food services; • Undertake high quality and safe meal preparation, production and service for RCH patients and families; • Accurately follow recipes and meal instructions • Maintain a clean and hygienic work area; • Ensure that all food items prepared for distribution to patients follow guidelines of the RCH Food Safety Program; • Undertake all monitoring and record keeping required during meal preparation as part of the RCH Food Safety Program; • Work as part of a team in the kitchen including meal plating and distribution for breakfast, lunch and dinner meal service; • Ensure that the correct food items are placed onto the patients meal tray as specified by the patient's menu selection; • Complete monitoring and checklists associated with daily cleaning as required by the RCH Food Safety Program;
QUALIFICATIONS AND EXPERIENCE
Essential • A Level 1 Food Safety Certificate • Minimum of Cert III in Commercial Cookery • Basic and Advanced Food Preparation Certificate • Food allergy training certificate by foodallergytraining.org.au • Advanced Food preparation skills • Knowledge and experience in cooking allergen free and therapeutic diets Desirable • Basic computer operating skills • Previous health or hospitality experience

KEY SELECTION CRITERIA

- High standard of personal hygiene and presentation
- Ability to read & write English, sufficient to communicate with patients and families, to write accurate short communications and to follow written and verbal instructions
- Ability to build and maintain good working relationships with stakeholders
- Courteous and respectful manner
- Ability to manage time and priorities
- Willingness to assist others as needed
- Well-developed communication skills, with ability to work with families of differing backgrounds and all levels of staff.
- Demonstrated ability to work in an acute care time-frame.
- Ability to work within a team and also independently
- Ability to manage competing demands.
- Sound problem-solving skills and ability to apply these in new applications of practice.
- Professional demeanour.
- Demonstrated commitment to ongoing education and skill development.

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 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:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

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

March 2025