

Position Description

Position title	Kitchen Hand
Department / Division	Nutrition & Food Services Department/ Ambulatory Services
Classification	IN13-IN14
Position reports to	Nutrition & Food Services Manager
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 <i>a world where all kids thrive</i>. 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 Kitchen Hand works as part of a team in the food service department, assisting with many of the activities involved with food distribution and food storage to ensure patients receive high-quality meals and feeds in a timely and accurate manner.

ROLE PURPOSE

The Kitchen Hand role's primary purpose is to maintain a high level of hygiene in all operational kitchen areas and support the department's Food Safety Program. The position involves kitchen cleaning and sanitising, dishwashing and pot-washing, waste management, salad and sandwich preparation, and assisting with patient meal set-up.

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

- Ability to read and write English, sufficient to understand verbal and written instructions and communicate with other staff.
- High standard of personal presentation and hygiene.
- Basic numeracy skills.
- Food Handling Certificate Level 1 (Basic Food Safety) – highly regarded.
- Food allergy training – All About Allergens – highly regarded.

KEY SELECTION CRITERIA

- Demonstrated ability to communicate with other staff and with patients and families.
- Previous experience in health or hospitality setting
- Good availability and flexibility to fill shifts at short notice

Key Attributes

- High standard of personal hygiene & presentation
- Ability to work with and maintain good relationships with staff
- Ability to offer high quality customer service
- Ability to follow work guides with appropriate documentation

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	31.07.2025