

Position Description

Position title	Cook - Grade 3
Department / Division	Nutrition & Food Services Department / Allied Health and Digital Health
Classification	Cook - Grade 3 (IN17)
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 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 Nutrition and Food Services Department sits within the Allied Health Directorate within the Division of Allied Health and Digital Health at the Royal Children's Hospital.

The Department of Nutrition and Food Services is a large department of around 120 staff incorporating the main kitchen, central formula room and the clinical dietetics service. The main kitchen provides 3 cook-fresh meals and a mid-meals service for approximately 180 patients per day, as well as approximately 100 meals per day to the RCH Early Learning Centre. The central formula room produces formula, enteral feeds and fortifies expressed breast milk for approximately 120 patients per day.

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 and sandwich preparation.

The role involves a variety of tasks that contribute to food preparation:

- Preparation of meals according to standardized recipes
- Plating of meals in line with portion guidelines
- Orderly maintenance of storerooms, cool rooms and freezers using FIFO food safety principles
- Appropriate use of all equipment in line with department guidelines and procedures
- Temperature monitoring and accurate documentation
- Other duties as requested including cleaning
- Compliance with the RCH Food Safety Program at all times

KEY ACCOUNTABILITIES

- Preparing a variety of food items for distribution to wards, ELC and departments in a safe and timely manner
- Accurately following recipes and work guides
- Maintaining a clean and hygienic work area
- Complying with the principles of HACCP food safety and the RCH Food Safety Program to ensure food is handled safely at all times
- Maintaining all monitoring and record-keeping required as part of the RCH Food Safety Program
- Flexibility to work in different culinary roles, including the diet kitchen for preparation of special meals, bulk cooking within the main kitchen for patient meals and ELC meals/sandwich preparation
- Liaising with Food Service Dietitians and Supervisors regarding the specific dietary needs of individual patients
- Maintaining a courteous and respectful manner with patients, staff and families
- Participating and contributing to continuous quality improvement activities in food services
- Actively participating in regular department meetings and updates
- Cooperating and working well with others and contributing positively towards team culture
- Demonstrating commitment to ongoing education and skill development

QUALIFICATIONS AND EXPERIENCE

Essential:

- A Level 1 Food Safety Certificate
- Minimum of Certificate III in Commercial Cookery
- Food allergy training certificate (All about Allergens for Hospitals | Kitchen Staff)
- Familiarity with HACCP system
- Advanced food preparation skills
- Basic computer operating skills

Desirable:

- Previous healthcare or early education and hospitality experience
- Knowledge and experience in cooking allergen-free and therapeutic diets

KEY SELECTION CRITERIA

- Ability to communicate effectively and work well with people from different backgrounds and personalities, while reflecting on your own work
- Ability to work both independently and as part of a team
- Ability to manage competing tasks within short timeframes in a fast-paced, acute care environment
- Ability to draw on previous experience in health or hospitality settings
- Ability to maintain a high standard of personal hygiene and professional presentation
- Ability to provide excellent customer service to patients, families, and colleagues
- Ability to follow work guidelines and complete documentation accurately
- Ability to work in a dynamic and changing work environment whilst paying very close attention to detail

INHERENT PHYSICAL REQUIREMENTS

RCH has a duty of care to all staff. The purpose of this section is to ensure that employees fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that employees are not placed in an environment or given tasks that would result in risks to your safety or others.

This role may require the following tasks, among others:

- Pushing, pulling and steering manual and motorised trolleys
- Sitting, standing, bending, reaching and holding
- Repetitive motions such as slicing, pouring and using tongs for placement of food items
- Use of commercial cooking equipment such as combi ovens and brat pans
- Safe use of sharp utensils such as knives and other cutting tools
- Concentrating for extended periods of time
- Use of personal protective equipment
- Handling general waste and waste disposal

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.
- 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

June 2026