

Position Description

Position title	Food Services Assistant
Department / Division	Nutrition & Food Services/ Allied Health and Digital Health
Classification	IN13 - IN14
Position reports to	Nutrition & Food Service Manager
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>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.</p> <p>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.</p> <p>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/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE CONTEXT
<p>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.</p> <p>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</p>

mid-meals service for approximately 100 patients per day. The central formula room produces formula, enteral feeds and fortifies expressed breast milk for approximately 120 patients per day.

ROLE PURPOSE

The Food Services Assistant (FSA) plays a vital role in ensuring patients receive high quality meals and feeds in a timely and accurate manner.

The role involves a variety of tasks that contribute to smooth meal service, including:

- Delivering patient meals to the bedside
- Assisting with patient meal set-up
- Collecting patient meal trays
- Loading and unloading the conveyor dishwasher
- Restocking of disposable items
- Restocking of belt fridges
- Basic cleaning of benches, trolleys, floors and walls
- Baby bottle washing
- Preparation of infant formula and enteral feeds
- Portioning of menu items
- Plating of simple meals

By performing these duties, the FSA helps create a safe, clean, and organised environment that supports high-quality patient care and a positive meal experience.

KEY ACCOUNTABILITIES

- Demonstrated ability to cooperate and work well with others in the pursuit of team goals
- Ability to comply with the principles of food safety and the RCH Food Safety Program to ensure food is handled safely at all times
- Ability to follow work guides including maintenance of accurate documentation
- Strong attention to detail
- Willingness to undertake a variety of tasks as needed
- Actively participate in 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
- Contribute to a positive team culture

QUALIFICATIONS AND EXPERIENCE

Essential

- Demonstrated ability to work and contribute as part of a team
- Ability to read and write English, sufficient to understand verbal and written instructions and communicate with other staff and patients.
- Basic numeracy skills.

Desirable

- Food Handling Certificate Level 1 (Basic Food Safety)
- Food allergy training – All About Allergens
- Health or hospitality experience

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 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.

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. The role may require the following tasks among other things:

- Pushing, pulling and steering manual and motorised trolleys
- Sitting, standing, bending, reaching and holding
- Use of personal protective equipment and handling
- 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

14.01.2026