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**Position Purpose:** To assist the organisation to meet its strategic and operational objectives in relation to Support Services. The Food & Domestic Services Assistant role will contribute to:

- Prepare, cook and serve quality meals for BHS Clientele
- Use general commercial equipment, ovens and utensils competently and safely
- Maintain highest standard for food safety and hygiene
- Present meals in an attractive and appealing manner
- Adhere to prescribed dietary requirement when serving food to clients
- Maintain a clean, safe and orderly work environment
- Work effectively within a team environment
- To effectively and efficiently assist with day to day duties involved in clean accommodation within services areas, laundry and external environment (some manual handling)
- Driving and delivering food to external services

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**Qualifications and Experience:**

- Current driver's license
- Current Food Safety certificate
- Favourable police check

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### Key Relationships

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**Reports to:** • Support Services Supervisor

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**Supervises:** • N/A

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**Internal Liaisons:**

- Beechworth Health staff across all functional areas
- Staff Development Officer
- Beechworth Health Service Executive staff
- BHS Committees, Working Parties, Steering Groups and Project Teams as appropriate
- New staff and volunteers
- Patients, clients and residents

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**External Liaisons:**

- Community members
- Other health services
- Other health professionals
- Community allied health agencies
- Accreditation agencies

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**Key Responsibilities:**

**Quality**

- Participate in the leadership of quality and improvement at BHS
- Contribute to a culture of service quality and safety improvement by actively seeking ways to enhance the capability and performance efficiency, efficacy and safety of operational processes and decision making.
- Participate in Infection prevention and control and No Lift programs as appropriate to the role
- Promote a commitment to conduct and behaviour of Committees, Working Parties and Project Teams within which the role participates

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### **Experience**

- Ensure that people accessing Beechworth Health Service will experience a person centred approach with respect to their needs
- Acknowledge customer feedback and escalate issues of concern and safety as soon as practicable with your line manager or other appropriate BHS staff member(s)
- Encourage the engagement of the consumer in the assessment of quality and experience of services at BHS

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### **Workforce**

- Participate in BHS's framework for staff development
- Act as a role model for colleagues
- Play a role in the induction of new members of staff
- Promote and encourage innovative service delivery
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### **Relationships**

- Liaise with managers and assist problem solving to deal with issues as they arise
- Attend and participate in relevant meetings at BHS
- Present a courteous and respectful image to clients, colleagues, external organisations and other customers / visitors to BHS
- Develop and foster strategic relationships with key internal partners.

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### **Sustainability**

- Manage the use of BHS resources efficiently and effectively within the scope of the role
- Contribute to a culture that promotes the BHS Values
- Participate in the leadership of risk assessment and opportunity identification for the benefit of BHS
- Contribute to organisational wide improvement processes including compliance and improvement initiatives

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### **Risk Management:**

- To be observant with regard to identification of potential hazards and to act on those hazards appropriately which cannot be remedied immediately
  - Where possible, rectify hazards and notify manager with a view of preventing recurrence.
  - Observe risk management principles, policies and practices through the risk management BHS policy/framework
  - Employ risk management principles and practices in day-to-day duties and functions
  - Report on any matter that may have a potential risk exposure to the organisation, fellow employees, contractors or the public
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**Occupational Health & Safety:**

- To comply with provisions of the Occupational Health and Safety Act by taking all reasonable precautions to ensure the health and safety of self and others
  - Read, understand, and comply with workplace health and safety policy, safe work practices and procedures.
  - To rectify actual or potential hazardous situations, where appropriate, in accordance with established policies and procedures
  - Attend training programs designed to monitor and protect the health of staff in their workplace
  - To report to your Manager:
    - Unsafe equipment , work practices or conditions
    - Any incidents, near misses, injuries, or illnesses.
    - Potential Hazards
    - Damage or defects to Beechworth Health Service equipment or property
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**Accountability and Extent of Authority:**

The incumbent of the position will be accountable for:

- Achievement of the agreed performance measures as defined in the Statement of Priorities for this role (appendix 1)
  - Undertaking the role in accordance with legislative and funding obligations
  - Undertaking the duties of the role in accordance with BHS policies
  - Operate in accordance with Beechworth Health Service's delegated authority
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A performance appraisal will take place in the first 6 months of commencement of the role and annually thereafter.

An agreed set of performance indicators will be determined annually.

As the occupant of this position, I have read and understood the above position description.

**Name:** [please print] .....

**Signature:** ..... **Date:-**.....

Appendix 1: Statement of Priority accountabilities 2018/19

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**Statement of Priorities 2018/19**

<b>Key areas of responsibility / Value Themes</b>	<b>BHS Service Plan / Strategic Plan / Statement of Priorities Accountability</b>
Quality	Maintain a high level of service delivery

Experience	Continue to develop skills
Workforce	Foster a collaborative workforce
Relationships	Sustain respectful relationships with all stakeholders
Sustainability	Be innovative with sustainability solutions