

Role	Food & Domestic Services Assistant
Date:	31 October 2018
Classification:	HA1
Employment Status:	Casual/Part Time/Full Time
Conditions:	As per the Health Services Union of Australia – Health & Allied Services, Administrative Officers – Victorian Public Sector – Multi Employer Certified Agreement 2016-2020
Our Vision:	We exist in a healthy and vibrant community where individuals have the capacity and potential to manage their own health and improve their physical, mental and social wellbeing. We are fully integrated with our community and together we plan for and respond to changing health needs through the provision of high quality and efficient health services.
Our Strategic Intent:	Beechworth Health Service is intrinsic to the fabric of the community. We exist, as the local component of a larger health system, so that people have access to services that support/encourage/enable them to lead a healthy quality lifestyle. We are in the business of providing Acute Care, Aged Care, Sub-acute Care, Primary
	Health Services, Community Health Promotion and Visiting Specialist Services. Our core competence is to provide a range of services to fill current and emerging community health needs. In collaboration with service partners and the community we will be constantly looking for innovative ways to improve the health services we provide.
	At Beechworth Health Service we behave in a way that: • is respectful and reflects equality • encourages participation by all • enhances quality of life • promotes flexibility, acceptance and innovation • adapts to the changing needs and expectations of our clients and the community • meets the highest standards of quality Beechworth Health Service is committed to the promotion of respectful
	relationships, gender equality and the demonstration of a culture of zero tolerance of violence against women. Staff will complete training in preventing,

recognising and responding to violence against women as relevant to their role.

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
Qualifications and Experience:	 Current driver's license Current Food Safety certificate Favourable police check
Key Relationships	
Reports to:	Support Services Supervisor
Supervises:	• N/A
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
External Liaisons:	 Community members Other health services Other health professionals Community allied health agencies Accreditation agencies
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

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

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

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.

	 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
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

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
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

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

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

Statement of Priorities 2018/19

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