



Role Kitchen Hand

Date: 9 April 2024

Department: Support Services

Classification: (IN13 & IN14)

Industrial Instrument: Health and Allied Services, Managers and Administrative Officers Victorian Public Sector Multiple Enterprise Agreement (2021-2025)

Employment Status: Casual

Reports to: Head Chef, Dining Experience

Our Vision: Working together we are a healthy, connected community.

Our Strategic Principles:

- **Excellence** in care and service.
- **Partnering** across the system
- **Driving** innovation and continuous.
- **Supporting** and engaged and capable workforce
- **Ensuring** a resilient organisation

Our Values:

- Commitment to Excellence
- Respect to Everybody
- Integrity in Practice
- Trust in each other

Beechworth Health Service (BHS) is committed to a diverse and inclusive workforce and follows Equal Employment Opportunity Principles. We encourage applications from Aboriginal and Torres Strait Islander people, all members of the LGBTQI+ community and people with disability.

BHS is committed to its child safety and wellbeing obligations as defined under the Commission for Children and Young peoples' standards (2021) and associated legislation (Child Wellbeing and Safety act 2005). BHS will affirm and uphold the Commission's Child Safe Standards, and will promote a zero tolerance for child abuse

BHS is committed to meeting its obligations under the Aged Care Quality and Safety Commission and NDIS Commission to support the workforce to provide the care and services that upholds the relevant codes of conduct.

Position Purpose:

The kitchen hand works as part of a team in the Essential Services 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.

The position involves kitchen cleaning and sanitising, dishwashing and pot-washing, waste management, and assisting with patient meal set-up and vegetable preparation.

Key Selection Criteria

- *Ability to read & write English, sufficient to understand verbal & written instructions and communicate with other staff and with families.*
- *High standard of personal presentation and hygiene.*
- *Basic numeracy skills.*
- *Ability to work to a high standard with minimal supervision and commitment to work as part of a team*
- *Excellent work ethic and time management skills*
- *Demonstrated ability to communicate with other staff and with patients and families.*
- *Previous experience in health or hospitality setting an advantage*
- *Availability and flexibility to fill shifts at short notice*

Accountabilities:

- Work with other staff as part of a team to achieve high quality patient meal service
- Comply with the principles of food safety 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 staff, patients and families.
- Participate in quality activities and improvements in department service development as requested
- 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

Key Responsibilities:

Personal & Professional Development

- *Maintain contemporary knowledge of all food and cleaning standards to ensure that tasks are carried out meet all legislative and health service requirements.*
- *Actively participate in all mandatory competencies and training as required to ensure service delivery meets the strategic needs of the department and changing legislative requirements.*
- *Demonstrated safe working knowledge of Food Safety and Chemical Management processes.*
- *Actively participate in annual performance appraisal.*
- *Participate in daily huddles*

Customer Service

- *Promote a culture of person-centred care by providing prompt and efficient customer service to all internal and external customers.*
 - *Ensure feedback and complaints are listened to and reported to the Head Chef and/or Support Services Supervisor where required.*
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- *Maintain confidentiality on all issues relating to the health service, residents/patients and colleagues.*
- *Demonstrated committed to ensuring all women, men, people from diverse cultural experiences, including Aboriginal and Torres Strait Islander people, class positions and social circumstances, sexual orientations, health and illness conditions are treated appropriately according to their specific needs.*

Administration & Documentation

- *Ensure that all documentation is accurate and completed in a professional and timely manner and meets legislation and organisational policy*
- *Ensure that daily checklists, quality audit tools are completed as required.*

Technical Skills & Application

- *Ensure all tasks involving food comply with the Food Safety Guidelines and BHS's Food Safety Plan.*
- *Ensure that all cleaning task comply with all infection control requirements. Assist the Cook with all food plating, delivery and collection functions including the clean and sanitising of cooking and food preparation areas*
- *Apply a clean as you go attitude towards all food preparation and cleaning tasks. In addition to ensure that all areas of the health service including the kitchen are maintained to the highest standard of appearance and meet all required infection control requirements.*
- *Dispose of waste in accordance with BHS guidelines*
- *Ensure that BHS furniture, equipment and facilities are maintained in good working order and any faults are reported in a timely manner*

Teamwork & Communication

- *Actively promote a team environment which strives for innovation and improvement in all processes.*
- *Demonstrated ability to work consistently and positively within a team to achieve custom focused outcomes.*
- *Work collaboratively with all members of the multidisciplinary team to facilitate integrated person-centred care.*

Quality of service

- 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
- Maintain a working knowledge of relevant policies and procedures that relate to this role

Experience of service

- Ensure that people accessing Beechworth Health Service will experience a person-centred approach with respect to their needs

Workforce

- Participate in BHS's framework for staff development including mandatory competencies
 - 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 in problem solving to deal with issues as they arise
- Maintain a commitment to confidentiality of BHS materials, conversations, data and other information at all times
- 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.
- Participate in the active management of BHS's commitment to the Prevention and Response to Family Violence through training, sensitive support for colleagues and others who may be experiencing the effects of family violence and by encouraging people to seek help as appropriate

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

A performance appraisal will take place in the first 3 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:-**.....

Statement of Priorities 2021

Key areas of responsibility / Value Themes	BHS Service Plan / Strategic Plan / Statement of Priorities Accountability
Quality	Demonstrates capacity to deal with and professionally manage challenging customer presentations in line with BHS policy
Experience	Demonstrates approach to customer enquiries that are consistent with BHS values
Workforce	Mandatory competencies completed
Relationships	Demonstrates above the line behaviours in working with colleagues and other people
Sustainability	Reports issues of concern and or infection control / OH&S / OVA risk

JOB DEMANDS CHECKLIST

Beechworth Health Services endeavours to provide a safe working environment for all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.

Frequency Definitions		
I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time
C	= Constant	Activity that exists for the majority of each shift and may involve repetitive move for prolonged periods
N/A	= Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks	x				
Standing	Remain standing to perform tasks				x	
Walking	Periods of walking required to perform tasks				x	
Bending	Forward bending from waist to perform tasks			x		
Kneeling	Remaining in a kneeling position to perform tasks		x			
Lifting/Carrying	Light lifting and carrying			x		
	Moderate lifting and carrying			x		
	Assisted lifting (mechanical, equipment, person assist)			x		
Working at Heights	Ascending and descending ladders, stools, scaffolding	x				
Pushing / Pulling	Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment			x		
Reaching	Arms fully extended forward or raised above shoulder			x		
Crouching	Adopting a crouching posture to perform tasks		x			
Foot Movement	Use of leg and/or foot to operate machinery			x		
Head Postures	Holding head in a position other than neutral (facing forward)			x		
Fingers/Hand/Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding			x		
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands			x		
Driving	Operating a motor-powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus, etc.		x			

Aspects of Normal Workplace	Frequency
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Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed, e.g. emergency or grief situations		x			
Aggressive / Unpredictable People	Raised voices, yelling, swearing and arguing e.g. drug/alcohol, dementia, mental illness		x			
Exposure to Distressing Situations	E.g. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased		x			
Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures		x			
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					x
Noise	Environmental/background noise necessitates people raising their voice to be heard		x			
Biological Hazards	E.g. Exposure to body fluids, bacteria, infection diseases requiring PPE			x		
Cytotoxic Hazards	Handling and/or preparation of cytotoxic materials					x
Radiation	Working with radiologic equipment					x