

POSITION DESCRIPTION

Position Title:	Food Services Supervisor
Business Unit/Department:	Food Services
Division:	Health Support Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 2 – Level 1 to Level 5 (HS2 to HS21)
Reports To:	Food Services Manager
Direct Reports:	Food Services Assistants Diet Monitors Storeperson
Date Prepared/Updated:	26 March 2026

Position Purpose
<p>The Supervisor is responsible for meals and beverages services to patients. Duties include but are not limited to the preparation and plating of items required for meal and beverage service; reconstitution of patient's meals according to established Dietary Specification, times and procedures; transporting of food and beverages to patients, collection of meal trays and other appropriate duties as directed by hospital management. This position is also responsible for maintaining the required standard of cleanliness and hygiene in all food services operational areas including the transporting of food and trolleys, Collating Food Temps, working in Conjunction with Diet Monitors, Roster On and placing Orders through FMIS.</p>
Business Unit Overview
<p>To achieve and maintain a high standard of meals to our patients whilst in our care. To ensure all customers (Patients/visitors and employees) receive a high level of service satisfaction that can be provided with the allocated resources available. To ensure employees are adequately skilled and appropriately trained to deliver services in a safe and effective manner.</p>
Key Responsibilities
<ul style="list-style-type: none"> • Ensure equipment and technology is used in accordance with manufacturer's specifications and established procedures and report faulty or broken equipment in need of repair • Ensure safe food handling and cook chill guidelines are adhered • Ensure all food service areas of operation, including fixtures, fittings and equipment, are maintained in a clean and hygienic state in accordance with departmental guidelines and procedures. • Ensure a commitment to quality improvement and perform quality assurance activities and reports on a daily basis as directed

Our Vision

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- Riskman/Incident reports
- Ensuring delivery of Right Meals to Patients
- Trainings
- Roster On
- Fill in positions of Sick leave on Roster On in line with Budget (PT staff before Casuals)
- FMIS Orders
- Work along with Storeman
- Undertake all duties involved in the provision of meals and beverages to patients in accordance with Occupation Health & Safety guidelines and Western Health procedures.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Food Services Manager
- Food Services Coordinator
- Diet Monitors
- Storeman
- Clinical Staff
- Dieticians
- PSA's
- CPK Team
- Ward Healthcare team
- Patients

External:

- Visitors
- Suppliers
- Food Reps

Selection Criteria

- Current Food Hygiene Certificate (Health & Community Services Food Handlers Certificate)
- Written and Verbal Communication skills
- Highly developed interpersonal skills
- Team Leader- Lead from the front
- Ability to Prioritise Workload
- Neat personal presentation and hygiene
- Positive proactive attitude
- Ability to work under pressure

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health

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- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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