

POSITION DESCRIPTION

Position Title:	Food Services Assistant
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 1 (IN13); Grade 2 (IN14) (after 3 months)
Reports To:	Food Services Coordinator/Food Services Supervisor
Direct Reports:	N/A
Date Prepared/Updated:	26 March 2026

Position Purpose
The Food Services Assistant (FSA) is responsible for duties involved in the provision of meals and beverages to patients whilst maintaining a responsible standard of cleanliness in the food service areas. Rostered hours of duties are typically between 06:30 to 20:00 but could vary, weekends and public holidays.
Business Unit Overview
The provision of food suitable for patients is not just a function, it is a treatment. Food Services at Western Health aim to be a leader in the provision of appetising & appealing food in a way that provides a positive contribution to patient outcomes. To assist in the efficient running of the kitchen operation and work within food and labour budgets adhering to Western Health food safety plan and patient satisfaction survey.
Key Responsibilities
• 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 • Delivery and return of all trolleys, food items and utensils from kitchen, wards and other areas as directed • Ensure safe food handling and cook chill guidelines are adhered to • 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

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- Stripping of all meal trays and separation of components ready for washing
- 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 Supervisors
- Food Services Coordinator
- Food Services Manager
- Diet Monitors
- Patients
- Nurse Unit Managers
- Ward Healthcare team

External:

- Patients and families
- Visitors

Selection Criteria

- Current Food Hygiene Certificate (Health & Community Services Food Handlers Certificate)
- Service orientated
- Able to read and write English
- Attention to method and application to detail
- Ability to work in a team whilst being self- directed
- Diligence
- 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
- 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

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2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.

- 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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