

POSITION DESCRIPTION

Position Title:	Food Services Assistant
Business Unit/Department:	Food Services – Central Production Kitchen
Division:	Health Support Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Food & Domestic Services Assistant – Grade 1 to Grade 2 (IN13 to IN14)
Reports To:	Receivals & Fragilisation Team Leader; or Transformation Team Leader; or Assembly Team Leader; or Cleaning Team Leader; or Dispatch Team Leader
Direct Reports:	N/A
Date Prepared/Updated:	30 May 2022

Position Purpose
The Food Service Assistant (FSA) is responsible for actively working as a team member to achieve food preparation, meal production and cleaning requirements, in line with the Food Safety Plan.
Business Unit Overview
The provision of food suitable for patients and customers 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 a commitment to quality improvement and perform quality assurance activities and reports on a daily basis as directed. • Undertake all duties involved in the production of meals in accordance with Occupational Health & Safety guidelines and Western Health procedures. • Adhere to and support others in adhering to all organisation policies, health and safety, food safety, quality and standard operating procedures.

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- Maintain a clean and tidy work environment and present for work correctly attired.

Food Preparation & Assembly:

- Preparing of raw materials as per the work order.
- Process special meals.
- Assembling and/or plating orders from already prepared food including special meals.
- Moving and storing of food (both cooked and uncooked) and containers.
- General pantry duties including maintaining appropriate levels of stock.
- Set up, calibrate, operate and monitor check weighers, metal detectors and tray label printers.
- Undertake daily quality inspections to ensure the integrity of seals, weight control and metal detection.
- Coordinate the re-work of any rejected products at CCPs (Critical Control Points) in conjunction with the Machine Operators.
- Perform other duties as required.

Cleaning Duties:

- Maintain a high standard of food hygiene in accordance with cleaning schedules.
- Clean production and non-production areas, including fixtures, fittings, storage, amenity areas and equipment in accordance with departmental guidelines and procedures.
- Rubbish collection.
- Load, operate and unload all dishwashers including crate washer, Cesar washer, tub washer.
- Perform other duties as required.

Dispatch Duties:

- Unload retorts and retort baskets.
- Allocate meals to the respective customers.
- Sortation of bulk meals, texture modified meals, express order meals and samples as directed.
- Sort, pick and pack food in trolleys, in accordance with menu orders for all sites, performing a final check to ensure all trolleys are packed correctly.
- Ensure adequate control of temperature sensitive stock.
- Complete all required documentation and reporting.
- Perform other duties as required.

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:

- Team members
- Direct supervisor
- Production Manager
- Maintenance team
- Quality Assurance team

External:

- Customers
- Contractors
- Visitors

Selection Criteria

Qualifications & Experience:

- Certificate 1 in Food Processing with respect to kitchen classifications or Safe Food Handling Certificate for Health Industry or equivalent;
- Or
- Recognised experience, training or prior learning.

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Technical & Generic Competencies: • Carry out basic workplace calculations. • Correct lifting - manually and with equipment. • Attention to detail and adherence to process. • Enthusiasm, willingness to actively contribute and commitment to personal development. • Good interpersonal and communication skills, both verbal and written. • 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 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 • 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

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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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