

Position Details:			PD033
Employee Name:		Position Title:	General Services Officer Grade 2 (Catering)
Manager's Name:		Manager's Position Title:	Catering Manager
Risk Category:	Category A	Award Classification or Job Grade:	HSU EBA
Employment Type: (mark correct box)			
Permanent/Ongoing <input type="checkbox"/> Fixed Term/Contract <input type="checkbox"/> Casual <input checked="" type="checkbox"/> Volunteer <input type="checkbox"/>			
Checks Required: (mark correct box)			
Criminal History Check <input checked="" type="checkbox"/> Child Protection Check <input checked="" type="checkbox"/> Prohibited Employment Declaration <input type="checkbox"/>			

### Mission/Vision Statement of the Employer

<p><b>Mission Statement</b> St. Vincent's Hospital, established by the Catholic Diocese of Lismore in 1921, is a community working together in faith, hope and charity, providing quality health care marked by compassion and respect for the human person in the spirit of Jesus Christ.</p> <p><b>Values Statement</b> We believe in and cherish COMPASSION as the core value within our services. We are committed to RESPECT and TEAMWORK. These values empower our actions in the spirit of St. Vincent's and enable healing.</p>
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### Purpose of the Position

The position is responsible for the preparation and serving of food for all patients, staff, visitors, and all Hospital functions as directed by Catering Manager.
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### Key Relationships / Interactions

Catering Manager	Visitors to SVPH Campus
Hospital campus staff and colleagues, patients, residents & carers	Executive Team
Service Providers	Volunteers

### Position / Knowledge / Qualification Requirements

Capacity and willingness to work within and promote the Mission & Values of St Vincent's Hospital	Proven time management and organisational skills
Demonstrated good verbal and written communication skills	Proven ability to demonstrate a confident and professional manner when dealing with customers.
Demonstrated ability to work effectively and efficiently within a multi-disciplinary team	Previous hospitality experience preferred
Previous customer service experience preferred	Certificate III in Hospitality preferred
Knowledge of food safety principles preferred	Demonstrated knowledge of the principles governing WH&S, Infection Control, Quality Improvement, Waste Management

## Major Accountabilities of Position

<b>Food safety:</b>	<b>Teamwork:</b>
<b>Safety responsibilities:</b>	<b>Customer service:</b>
<b>General</b>	<b>Quality &amp; workplace health and safety</b>
<b>Compliance and legislative knowledge</b>	

## Responsibilities

### CUSTOMER SERVICE:

- Provide prompt and courteous assistance to patients, residents, staff and visitors to the Hospital.
- Introduce yourself every time you enter a patients room
- Ensure that any complaints about catering services are referred to the Catering Manager immediately.
- Ensure that any complaints or issues about SVPH services are referred to the Catering Manager immediately.
- Ensure that the patients privacy and confidentiality is maintained at all times
- Demonstrated ability to perform in a manner that respects the rights of individuals and groups in accordance with NSQHS Standard 2 – Partnering with Consumers.

### FOOD SAFETY:

- Maintain food safety standards in preparation of all food in accordance with appropriate legislation.
- Responsible for adhering to food safety guidelines.
- Adherence to the Food Safety Plan
- Strict adherence to commencement times to ensure on time service throughout the day
- Responsible for the care and cleaning of all work benches and equipment following all safety guidelines as outlined within over own work area.
- Report any defective equipment to the Catering Manager for repairs to be effected.
- Adherence to Infection control principals
- Abide by Hospital and Departmental Policies

### SAFETY RESPONSIBILITIES:

- Attend orientation and mandatory training on commencement
- Follow SWP for all kitchen equipment
- Wearing appropriate PPE at all times
- Report accidents, incidents and potential hazards immediately to their supervisor
- Be familiar with emergency and evacuation procedures
- Comply with Workplace health and safety policies and procedures
- Take reasonable care of the health and safety of others
- Effectively executing safe Manual handling techniques

### GENERAL:

- Be accountable for the patient care experience.
- Be prepared to work elsewhere in the hospital as required.
- Complete all mandatory training as required.
- Be accountable for accurate and timely work results;
- Strive to meet and exceed expectations, demonstrating sound judgement.

**TEAMWORK:**

- Establish a climate promoting productive interpersonal relationships within your team and throughout the hospital campus.
- Address issues within team in a timely, professional manner.
- Lead by example and in accordance with the Code of Conduct;
- Make ethical decisions which adhere to the hospital campus mission and values.
- Proactively participate in team meetings and decision making processes.
- Participate actively in setting team goals and possess a willingness to take on additional responsibility to improve team performance.
- Cooperate and collaborate with management and other personnel to seek and apply best practice to ensure optimum outcomes.

**QUALITY AND WORKPLACE HEALTH AND SAFETY:**

- Cooperate with the Hospital Campus to enable compliance with the relevant National Standards.
- Comply with the Hospital Campus workplace health and safety policies, procedures and instructions to ensure the health and safety of yourself and others at the Hospital Campus.
- Cooperate with the Hospital Campus to enable compliance with the relevant WHS legislation and regulations
- Take all measures to ensure that the department you are working in is safe and without risk to health and that all persons in the workplace take reasonable care to ensure the workplace is safe and without risk to health.
- Report unsafe or unhealthy conditions or behaviour to the Catering Manager.
- Ensure adherence to infection prevention and control (IPC) principles as prescribed by the external IPC consulting body, HICMR, in accordance with NSQHS Standard 3 – Preventing and Controlling Healthcare Associated Infection.
- Participate in organisational processes that support consumer safety;
- Report incidents, hazards and near misses when they occur;
- Participate in all education programs as relevant to the role;
- Contributes to improvement by reviewing strengths and weaknesses of current processes;
- Ensure maintenance of skills and performance relevant to the role;
- Be responsible and accountable for ensuring compliance with all policies, procedures and guidelines appropriate to the role.

**COMPLIANCE AND LEGISLATIVE KNOWLEDGE:**

All employees must comply with the requirements of:

- The Code of Conduct;
- Hospital Campus laws, rules and policies; and
- All relevant federal and state legislation, rules and regulations.

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Signature of Manager

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Signature of Employee

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Dated

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Dated