

POSITION DESCRIPTION

Canterbury DHB

District Health Board

Te Poari Hauora o Waitaha



WellFood

A fresh approach to food

August 2017

This document is subject to review from time to time.

The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Organisational Vision

The CDHB's vision is to improve the health and well-being of the people living in Canterbury.

Organisational Values

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

POSITION TITLE:

Kitchen Assistant

REPORTS TO (Title):

Manager – Food Services

REPORTS ON A DAILY BASIS TO:

Manager / Supervisor

PRIMARY FUNCTION:

A Kitchen Assistant is an employee who at the completion of their training and induction is capable of utilising their skills and appropriate equipment to deliver a quality catering service to our customers, residents, patients or clients on a daily basis. This role requires a pro-active approach to safety and utilisation of all of the safety equipment and procedures provided by the Canterbury District Health Board.

FUNCTIONAL RELATIONSHIPS

Internally

1	Food Services/WellFood colleagues
2	Dietitians
3	Register Nurses & Nurse Aides
4	H&S Advisors
5	

Externally

1	Patients & Relatives
2	Suppliers
3	

KEY PERFORMANCE OBJECTIVES:

Task	Assist with preparing and presenting food
Expected result	<ul style="list-style-type: none"> • Prepare food for service • Portion and plate food for service • Assist with vegetable and salad preparation • Deliver food on & off site • Adhere to site food safety plan
Task	Deliver professional customer service
Expected result	<ul style="list-style-type: none"> • Provide a warm, friendly and welcoming style of service to all customers • Respond to customer requests in a timely manner & ensure customer supplies are replenished • Ensure complaints are dealt with satisfactorily, or passed to the appropriate Manager • Have a proactive working relationship with all parts of the Food Service team
Task	Apply basic communication skills
Expected result	<ul style="list-style-type: none"> • Receive and relay information • Follow routine instructions • Follow CDHB Policies & Procedures
Task	Work with colleagues and customers
Expected result	<ul style="list-style-type: none"> • Communicate effectively in the workplace • Maintain personal presentation standards • Work effectively in a team
Task	Maintain clean & tidy kitchen areas
Expected result	<ul style="list-style-type: none"> • Clean benches and surrounds • Sweep and Mop floors • Clean, sanitise and store equipment • Handle waste and linen • Clean and Maintain kitchen areas • Replenish supplies in service areas • Receive and rotate stock • Complete and sign cleaning rosters
Task	Provide specialised service in a Healthcare environment
Expected result	<ul style="list-style-type: none"> • Be familiar with dietary restrictions and special, modified diets to ensure optimal patient food preferences are met within guidelines of diet order limitations • Deliver special requests, between-meal food delivery and all other associated Food Service requests • Apply hospital/aged care food safety practices • Discuss special requests with Nurses and/or Dieticians as needed
Task	Staff Roster
Expected result	<ul style="list-style-type: none"> • Adhere to staff rosters • Follow absenteeism notification procedure

	<ul style="list-style-type: none"> • Ensure efficient work practices are maintained • Ensure schedules are adhered to and deadlines met
Task	Participate in Training
Expected result	<ul style="list-style-type: none"> • Complete training requirements to required standard • Complete Customer Service training • Complete training for patient menu meal orders • Complete special diet training to the required standard • Assist with new employee training on special diet training • Participate in external training programs as required
Task	Perform other duties within his/her capabilities as required by Supervisor or Manager
Task	Follow company policies and procedures
	<u>HEALTH & SAFETY:</u>
Task	Duty of Care
Expected result	<ul style="list-style-type: none"> • Display a “duty of care’ for yourself and other employees in providing a safe working environment
Task	Follow CDHB health, safety and security procedures
Expected result	<ul style="list-style-type: none"> • Adhere to health, safety and security procedures • Maintain safe personal presentation standards • Provide feedback on health, safety and security • Report all incidents <i>immediately</i> • Identify and report all hazards • Complete all required food safety training to meet compliance standards • Adhere to and maintain Food Handling standards at all times.
Task	Follow safe food handling procedures
Expected result	<ul style="list-style-type: none"> • Adhere to hygiene procedures • Adhere to the site food safety plan • Compliance with the temperature monitoring and corrective action progress • Compliance with the cleaning schedules
Task	Comply with infection control policies and procedures in a Healthcare environment
Expected result	<ul style="list-style-type: none"> • Collect, handle, store and manage clinical and other waste in accordance with organisational guidelines and waste management plans. • Clean and disinfect equipment and surfaces. • Identify and respond to infection risks • Maintain hygiene

Quality

Every staff member within CDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

QUALIFICATIONS & EXPERIENCE:

Essential

- Experience in the provision of superior customer service
- Team player and able to work autonomously
- Flexible approach and attitude
- Excellent communication skills
- Hard working
- Physically fit and reliable
- Police Clearance

Desirable

- NZQA Food Handling Certificate (Units 167)

PERSONAL ATTRIBUTES:

MANDATORY.

Key Behaviours:

- Ability to work in a team in a truthful and helpful manner with a positive verbal and nonverbal communication style
- Ability to “work smarter” by being innovative and proactive, using self-management and multi-tasking skills
- Accepts responsibility for actions, responds to feedback and identifies areas for their professional development.
- Ability to recognise and maintain confidential information
- Reliable with good time management
- Flexible approach and a ‘can do’ attitude.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.

