

# STATEMENT OF ACCOUNTABILITY

## Catering Assistant

<b>TEAM</b>	WellFood
<b>ROLE TITLE</b>	<b>Catering Assistant</b>
<b>REPORTS TO</b>	<b>Patient Services Manager</b>

**OUR CULTURE** At our DHB, we are committed to honouring the Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

**OUR TEAM ACCOUNTABILITY** As a member of the Commercial Services, WellFood and Environmental Services Team, this role has shared accountability for:

- **Providing** an excellent customer experience for patients, staff and visitors to the Canterbury and West Coast District Health Boards'
- **Supporting** scoping, discovery and alignment of work to the strategic priorities of Commercial Support.
- **Fostering** a collaborative culture and connectedness across the team, organisation and wider health system.
- **Communicating** widely to be transparent in what we do and build trust in the services we provide.
- **Growing** ourselves and our team; embracing all opportunities for everyone to have access to further training or education internally and with nationally recognised training organisations.
- **Ensuring** we provide services that consider everyone's Wellbeing, Health& Safety

This shared accountability will be exercised in support of the organisations commercial support strategy and operating model, whereby the commercial support team members lead the establishment, development and maintenance of the services that we provide.



**MY ROLE RESPONSIBILITY** The Catering Assistant contributes to the patient experience through providing a quality patient meal and beverage service.

Specifically, the role is responsible for:

- Delivering the meal and beverage service to patients through ensuring that menu options are assembled, delivered and cleared in a timely and professional manner.
- Assisting patients to understand and select menu options by providing information about the menu in a way that is easily understood by the patient.

- Contributing to patient wellbeing by accurately following instructions and prescriptions from clinical staff regarding patient special dietary requirements.
- Communicating with patients, their whānau and all DHB colleagues clearly and pleasantly, demonstrating understanding and respect for cultural variations, and maintaining privacy and confidentiality.
- Providing a professional hospitality experience to patients and their whānau through high standards of personal and meal presentation.
- Maintaining a safe work environment by following best practice personal hygiene, safety procedures and equipment safe-use protocols at all times.
- Managing daily tasks and time to ensure that activities are completed on time and to prescribed standards including ensuring that information is accurately captured and up to date.
- Contributing to the continuous improvement of Food Services by identifying efficiency and quality opportunities and supporting implementation of agreed changes.

## MY CAPABILITY

**To be effective and succeed in this role it is expected the person will have proven capabilities against the Leads Self leadership focus:**

A person with this leadership focus will not hold formal leadership accountabilities but is responsible for displaying leadership character and driving service delivery within their role and team.

- **Cultural Awareness** – Understands the needs of Māori and adjusts approach to ensure equitable outcomes.
- **Self-Aware** - Understands their impact on others and strengthen personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
- **Achieving Goals** - Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
- **Managing Work Priorities** - Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
- **Curious** - Seeks and integrates ideas, information, and different perspectives.

### **Qualifications, experience, knowledge and skills:**

- NCEA Level 1 – opportunity to attain NZQA qualifications to Level 3 offered on the job
- Good oral and written communication skills
- Customer focus and excellent interpersonal relationships skills
- Understanding of food safety requirements and Food Control Plans
- Physical fitness for the role
- Knowledge of safe moving and handling practices
- Understanding of dietary requirements, allergens and nutritional supplements

## MY RELATIONSHIPS TO NURTURE

### **Internal**

- Food Services team members and managers
- Ward leaders and staff
- Dietetics staff

### **External**

- Patients and their whānau
- Visitors to DHB premises

**OUR WELLBEING,  
HEALTH AND SAFETY**

At our DHB, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's important to look after yourself to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.

**MY CLINICAL  
CAPABILITIES**

Not applicable