

Statement of Accountability

Te whakaturanga o mahi

Team Name	WellFood		
Role Title	Catering Assistant		
Reports to	Patient Services Manager		
Date	13 July 2023	Salary Band	Catering Assistant Grade 1-4
Location	Waitaha	Department	Commercial Support Services

About us

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>“When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled”.</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>“As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all”</i>
Whanaungatanga	We are a team, and together a team of teams	<i>Regardless of our role, we work together for a common purpose. We look out for each other and</i>

		<i>keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

Our Team Accountability

As a member of the Commercial Services, WellFood and Environmental Services Team, this role has shared accountability that 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.

Expected Outcomes / Activities – Team Specific

- Providing an excellent customer experience for patients, staff and visitors to our facilities
- Fostering a collaborative culture and connectedness across the team, organisation and wider health system.
- 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
- Supporting scoping, discovery and alignment of work to the strategic priorities of Commercial Support.
- Communicating widely to be transparent in what we do and build trust in the services we provide.
- Supporting scoping, discovery and alignment of work to the strategic priorities of Commercial Support.
- Providing an excellent customer experience for patients, staff and visitors to our facilities

My Role Responsibilities

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

Key Outcomes Area	Expected Activities / Performance Indicators – Position Specific
SERVICE DELIVERY	<ul style="list-style-type: none"> – Delivering the meal and beverage service to patients through ensuring that menu options are assembled, delivered and cleared in a timely and professional manner. – 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.
CUSTOMER FOCUS	<ul style="list-style-type: none"> – Assisting patients to understand and select menu options by providing information about the menu in a way that is easily understood by the patient. – Providing a professional hospitality experience to patients and their whānau through high standards of personal and meal presentation.
COMPLIANCE	<ul style="list-style-type: none"> – Communicating with patients, their whānau and all DHB colleagues clearly and pleasantly, demonstrating understanding and respect for cultural variations, and maintaining privacy and confidentiality.

HEALTH & SAFETY	<ul style="list-style-type: none"> – Maintaining a safe work environment by following best practice personal hygiene, safety procedures and equipment safe-use protocols at all times.
CULTURE	<ul style="list-style-type: none"> – Demonstrating understanding and respect for cultural differences, maintaining patient privacy and confidentiality and contributing to a respectful and positive team environment.
CONTINUOUS IMPROVEMENT	<ul style="list-style-type: none"> – Contributing to the continuous improvement of Food Services by identifying efficiency and quality opportunities and supporting implementation of agreed changes.
OTHER	<ul style="list-style-type: none"> – Performing other duties considered to be within the scope of this role as agreed by you and your manager.

My Capability

To be effective and succeed in this role it is expected the person will have proven capabilities against the **Leading-Self** leadership focus. A person with this leadership focus will not hold formal leadership accountabilities but are responsible for displaying leadership character and driving service delivery within their role and team.

Therefore, critical capabilities for this role are:

Capability Area	Behavioural Descriptor
Cultural Responsiveness	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.

My Qualifications, Experience, Knowledge, Skills:

You will have:	<p>Essential</p> <ul style="list-style-type: none"> – 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 – Physical fitness for the role – Knowledge of safe moving and handling practices
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UNCLASSIFIED

- Understanding of dietary requirements, allergens and nutritional supplements

Desired

- Understanding of dietary requirements, allergens and nutritional supplements
- Understanding of food safety requirements and Food Control Plans

Key Relationships to Nurture

Internal	External
- Food Services team members and managers	- Patients and their whānau
- Ward leaders and staff	- Visitors to DHB premises
- Dietetics staff	

This statement of accountability is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.