

Position Description | Te whakaturanga o mahi Health New Zealand | Te Whatu Ora

Title	Kitchen Assistant Floater			
Reports to	Supervisor			
Location	Burwood Hospital			
Department	Kitchen			
Direct Reports	0		Total FTE	
Budget Size	Opex	0	Capex	0
Delegated Authority	HR	0	Finance	0
Date	March 2026			
Job band (indicative)	E TU Food and Services Workers MECA – Group A			

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

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – 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.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

To assist with the preparation, portioning, plating, and distribution of meals in the hospital and café in accordance with food safety standards, and infection control requirements. This role ensures timely, safe, and high-quality food service to patients, supporting the hospital's commitment to excellence in care.

Key Result Area	Expected Outcomes / Performance Indicators
Meal Preparation and Service Support - Kitchen	<ul style="list-style-type: none"> • Assist with preparation of ingredients, plating meals, and portion control and delivery to wards. • Ensure all food prepared and served meets relevant food safety legislation. • Assist in preparing special diet meals as per instructions. • Support timely and accurate meal delivery schedules.
Catering Assistant - Relieving	<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. • 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.

	<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.
Café - Relieving	<ul style="list-style-type: none"> Deliver professional customer service, modelling high standards of performance and behaviour at all times Complying with the requirements of food safety legislation Prepare and present food Maintain a clean, tidy and functional café environment
Food Safety & Hygiene	<ul style="list-style-type: none"> Comply with hospital infection control procedures and food safety legislation. Follow correct storage, handling, and temperature control processes. Maintain a clean, hygienic kitchen environment.
	<ul style="list-style-type: none"> Operate dishwashers and other cleaning equipment safely. Wash, sanitise, and store kitchen equipment and utensils. Report equipment faults promptly.
Equipment and Utensil Cleaning	<ul style="list-style-type: none"> Follow all health and safety procedures, including correct use of PPE. Report hazards and incidents immediately. Keep work areas tidy and free from hazards.
Workplace Safety	<ul style="list-style-type: none"> Assist with unpacking and storing deliveries. Rotate stock to ensure freshness and minimise waste. Follow portion control procedures to reduce wastage
Stock Handling and Waste	<ul style="list-style-type: none"> Work cooperatively with the kitchen team and supervisors. Follow instructions accurately. Assist new staff with familiarisation of tasks when required.
Teamwork & Communication	<ul style="list-style-type: none"> Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes. Demonstrates awareness of colonisation and power relationships. Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. Shows a willingness to personally take a stand for equity. Supports Māori-led and Pacific-led responses.

Matters which must be referred to the Supervisor

- Any food safety or hygiene concerns, including temperature breaches.
- Equipment malfunction or damage.
- Shortages of ingredients or supplies.
- Incidents, accidents, or near misses in the kitchen.
- Concerns about meeting dietary requirements.
- Any conflict, abuse, or unacceptable behaviour from staff, patients, or visitors.

Relationships

External	Internal
<ul style="list-style-type: none"> • Suppliers • Auditors 	<ul style="list-style-type: none"> • WellFood Staff, Supervisors, Team Leader and Hospitality Manager. • Commercial Services staff and Management • Health and Safety Team • All Health NZ Staff

About you – to succeed in this role

You will have

Essential:

Experience in a kitchen, food service, or catering environment.

Understanding of basic food safety practices.

Ability to work in a fast-paced environment.

Desired:

Food Safety Certificate (NZQA Unit Standards 167 & 168).

Experience in healthcare or hospital food services.

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.

- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Ability to follow instructions accurately.
- Good attention to detail.
- Strong work ethic and reliability.
- Ability to work well in a team environment.
- Commitment to providing safe, high-quality food service.

This position description 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.