

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Kitchen Assistant (Floating)		
Reports to	Hospitality Services Manager		
Location	Ashburton Hospital		
Department	Wellfood		
Direct Reports	TBC	Total FTE	TBC
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	July 2026		
Salary band (indicative) ⁱ	TBC		
Children's Worker role ⁱⁱ	No		

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the Floating Kitchen Assistant role is to:

- Contribute to a positive patient experience by providing courteous and professional service while maintaining high standards of food safety, infection prevention and control, hygiene and workplace health and safety. The role works collaboratively with colleagues to support the effective day-to-day operation of the kitchen.
- Support the delivery of safe, nutritious, and high-quality food services to patients. Working as part of the Wellfood team, the role assists with food preparation when backfilling, meal assembly, distribution, dishwashing, cleaning and general kitchen duties to ensure meals are delivered safely, efficiently and on time.
- Comply with the Waitaha Canterbury standards (and Ministry of Health targets) for inputting all MOW client data, with guidance from the Kitchen Supervisor and Manager, and ensure that all MOW recipients records are up to date and new referrals are loaded on the system as soon as possible.

- Accurate data input, recording the recharging and end of month balancing of accounts.
- Accurate recording of the special diets required by recipients in an immune compromised position.
- Collation of menus for patient meals, participation in trayline for both MOW's and hospital, and daycare.
- Help with putting away stock when it arrives, participating in stocktaking at end of month with kitchen supervisor.

This role is varied and challenging for the person who thrives on variety in their role. No two days are the same and the ability to backfill in other areas when needed is essential to help run this busy kitchen.

Key Result Area	Expected Outcomes / Performance Indicators
Food Service	• Assist with the meal preparation, portioning, plating and distribution of meal in accordance with recipes, production schedules and dietary requirements when required • Able to understand and help select menu options for patients with clear information appropriate to their needs. • Communicate respectfully with patients, whanau, colleagues, and visitors while maintaining privacy and confidentiality. • Complete required documentation and electronic records accurately and within required timeframes.
MOW information and client database	• New Clients are loaded onto the MOW database and runs applied • Update driver run sheets achieved • All data entry is accurate and timely • Clear, concise and timely recording of information is key • Ensure any changes are recorded within the clients contact sheet • Any ad hoc interaction with clients is a chance to engage and ensure we have "Up to date information". • If in doubt check the Manager.
Café Support (Relief)	• Provide relief support within the café as required • Prepare, present, and serve food and beverages in accordance with organisational standards • Deliver excellent customer service to staff, visitors and members of the public. • Maintain high standards of cleanliness and hygiene in all food preparation and service areas. • Report food safety or infection prevention concerns promptly

Food Safety and Infection Prevention	• Comply with all food safety legislation, infection prevention and control requirements, and organisational policies. • Follow correct food handling, storage, labelling and temperature monitoring procedures. • Maintain high standards of cleanliness and hygiene in all food preparation and service areas. • Report food safety or infection prevention concerns promptly.
Stock Control and Waste	• Assist with receiving, checking and unpacking and storing stock correctly. • Rotate stock using First In, First Out (FIFO) principles. • Minimise food waste by following portion control and stock management procedures. • Report stock shortages or quality concerns to the supervisor • Work collaboratively with colleagues to achieve daily operational requirements • Follow instruction and stand operating procedures accurately. • Contribute to a positive, respectful, and inclusive team environment. • Assist with the orientation and support of new team members when requested. • Demonstrate flexibility by undertaking other duties within the scope of the role as required.
Undertake other duties as reasonably directed by the Manager, Service Manager or Supervisor	• Assistance with the overall service provision as workload determines • Additional duties are carried out in the best interest of the service and in a competent and efficient manner.
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.

Health & safety	- Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. - Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. - Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	- Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. - Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. - Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- 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
- Supplier delivery personnel - Training Providers - Café Customers - Auditors	- Hospitality Services Team Members and Managers - All Health NZ Staff - Dietetics Staff - Maintenance & Engineering - People & Communications - Infection, Prevention & Control - Procurement & Supply

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.
- Excellent organisational, time management and problem-solving skills
- Ability to achieve high levels of accuracy
- Ability to meet deadlines and work unsupervised
- A team player
- Excellent keyboard skills

Desired:

- Food Safety Certificate (NZQA Unit Standard 167 and 168)
- Experience working within a food services healthcare setting.
- Experience administratively in a health-related field
- Ability to upskill and obtain Service IQ Qualifications

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate

Desired:

- Cooking Qualifications / experience
- Ability to follow instructions accurately
- Good attention to detail
- Ability to work in well in a team environment
- Commitment to providing a safe, high quality food service

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.