

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
Reports to	Kitchen Supervisor, Hospitality Services Manager
Location	Ashburton Hospital
Department	Commercial Support Services

Date	27/08/2026		
Salary band (indicative)ⁱ	Kitchenhand Steps 1 - 5		
Children's Worker roleⁱⁱ	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 role is to:

The Kitchen Assistant works as part of a team focused on providing a clean and functional Kitchen environment, ensuring food handling standards are met and the Food Control Plan is adhered to.

Key Result Area	Expected Outcomes / Performance Indicators
Service Delivery	- Maintaining a clean, tidy and functional kitchen environment including waste removal and escalation of any equipment issues. - Managing daily tasks and time to ensure that activities are completed on time and to prescribed standards
Meal Preparation	Plating and presenting patient food to prescribed quality standards and contributing to patient wellbeing by accurately following allergen guidance and food handling protocols.

	Assisting with the delivery of food to patient areas as required and supporting the use of safe moving and handling equipment such as meal trollies.
Compliance	Adhering to the Food Control Plan: undertaking, monitoring, recording and reporting on safe food handling processes.
Culture	Demonstrating understanding and respect for cultural differences, maintaining patient privacy and confidentiality and contributing to a respectful and positive team environment.
Health and Safety	Maintaining a safe work environment by following best practice personal hygiene, safety procedures and equipment safe-use protocols at all times.
Continuous Improvement	Contributing to the continuous improvement of Food Services by identifying efficiency and quality opportunities and supporting implementation of agreed changes.
Other	Performing other duties considered to be within the scope of this role as agreed by you and your manager.

Key Result Area	Expected Outcomes / Performance Indicators
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.

Relationships

External	Internal
• Supplier Delivery Personnel •	• Food Services team members and managers • Ward Leaders and staff • Dietetics Staff

About you – to succeed in this role

You will have

Essential:

- Good Verbal Communication skills
- Customer focus and strong interpersonal relationships skills
- Physical Fitness for the role
- Knowledge of safe moving and handling practices

Desired:

- Understanding of dietary requirements, allergens and nutritional supplements
- Safe food Handling Qualifications (NZQA 167)
- Understanding of food safety requirements and Food Control Plans

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.
- Opportunity to attain NZQA qualification to Level 3 offered on the job
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Desired:

- Ability to obtain NZQA Qualification to Level 3
- Ability to obtain NZQA 167

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.