

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	Supervisor/Team Leader
Location	Greymouth
Department	WellFood
Date	17-07-2025
Salary Band	Group A Step 1
Children's Work Role	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:

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	- 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.

Food Safety and Hygiene	• 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.
Equipment and Cleaning	• 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.
Workplace Health and Safety	• 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.
Stock Handling and Waste Management	• 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.

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.
- Any food safety concerns, including potential contamination, incorrect food handling, temperature control issues, or breaches of food safety procedures.
- Any concerns relating to patient dietary requirements, special diets, allergies, or meal accuracy that cannot be resolved immediately.
- Equipment faults, damage, or safety concerns that may impact kitchen operations or food service delivery.
- Shortages of food supplies, ingredients, consumables, or equipment that may affect service delivery.
- Any hazards, incidents, injuries, near misses, or health and safety concerns.

Relationships

External	Internal
- Suppliers - Auditors	- WellFood Staff - Commercial Services staff and Management - Health and Safety Team - All Health New Zealand 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.

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.
- Prepare, portion, and serve meals accurately and efficiently in accordance with menus and special dietary requirements.
- Maintain high standards of food safety, hygiene, and infection prevention and control in line with organisational policies and legislative requirements.
- Safely operate and maintain kitchen equipment and complete cleaning and sanitising tasks to the required standard.