

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 Floater
Reports to	Supervisor
Location	Burwood Hospital
Department	Kitchen

Direct Reports	0	Total FTE	1
Budget Size	Opex 0	Capex	0
Delegated Authority	HR	Finance	
Date	23/10/2026		
Salary band (indicative)ⁱ	Meca Etu Grade 1		
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:

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	- 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	• 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. • 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	• 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	• Comply with hospital infection control procedures and food safety legislation. • Follow correct storage, handling, and temperature control processes. • Maintain a clean, hygienic kitchen environment. • Operate dishwashers and other cleaning equipment safely. • Wash, sanitise, and store kitchen equipment and utensils. • Report equipment faults promptly.
Equipment and Utensil Cleaning	• 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	• 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	• Work cooperatively with the kitchen team and supervisors. • Follow instructions accurately. • Assist new staff with familiarisation of tasks when required. •
Teamwork & Communication	• 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	• 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.
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 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
• Suppliers • Auditors	• 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.

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.
- 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.
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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.