Health New Zealand
Te Whatu Ora

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	Food Services Assistant
Reports to	Midwife Manager
Location	Rangiora Health Hub
Department	Women's & Children
Date	30/10/2026
Salary band (indicative)[i]	ETU Group A Steps 1-5
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 role is to:

The Kitchen Assistant is responsible for preparing quality food to enable the timely service of Meals on Wheels and patient food in line with food handling and safety protocols. To enable flexibility in the kitchen area, the kitchen assistant will be able to step into the role of cook when needed, with the right orientation.

Key Result Area	Expected Outcomes / Performance Indicators
Assist with Food Prep	• Prepare food for service • Portion and plate food for service • Assist with vegetable and salad preparation if required • Deliver food • Adhere to site Food Control Plan **Cook Cover:** • Preparing patient food to high quality standards in line with menu and recipe guidelines. • Working to meet demand and ensure that patients & Meals on Wheels recipients receive the appropriate food as requested.
Quality Management	• Contributing to food safety ensuring that departmental policies and Food Control guidelines are met.

	• Contributing to the financial management of the department by applying large-scale food production principles to forecast demand and minimise food waste.
Team 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.
Time Management	• Managing daily tasks and time to ensure that activities are completed on time and to prescribed standards.
Maintain clean and tidy kitchen areas	• Clean benches and surrounds • Sweep and mop floors • Clean, sanitise and store equipment • Handle waste and linen • Clean and maintain kitchen areas • Replenish supplies in service areas • Complete and sign cleaning rosters • Follow and adhere to any relevant instructions from a supervisor or Manager
Participate in Training	• Complete any training requirements to required standard • Complete special diet training to the required standard

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 breaches of the units food safety plan

Relationships

External	Internal
• Supplier delivery personnel • Training Providers	• [Hospitality Services team members and Managers • Health NZ Staff • Dietetics Staff

About you – to succeed in this role

You will have

Essential:

- [Experience in implementing Te Tiriti o Waitangi in action.
- Good verbal communication skills
- Customer focus and strong interpersonal relationships skills
- Working understanding of food safety requirements and Food Control Plans
- Knowledge of safe moving and handling practices and physical fitness for the role
- Understanding and a working knowledge of dietary requirements, allergens, and nutritional supplements
- Excellent communication and staff relationships and to be able to function well and contribute within a team environment.
- Good time management skills

Desired:

- NZQA Food Handling Certificate (Units 167/168)
- Kitchen Cleaning experience within the health industry

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.
- 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 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.
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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.