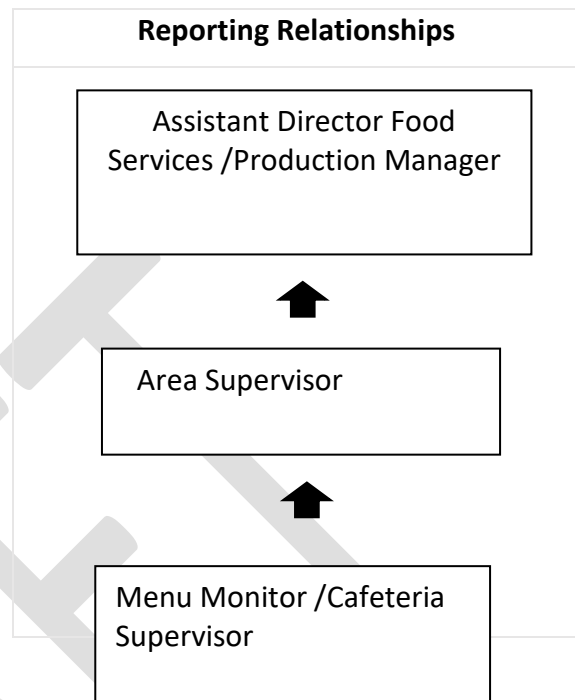


POSITION DESCRIPTION

Directorate	Canberra Health Services
Division	Infrastructure and Health Support Services
Branch	Food Services
Position Number	P23052, 23043, 30488, 30489, 30424, 30490, 30491, 30492, 30497 & 36277
Position Title	Menu Monitor /Cafeteria Supervisor
Classification	Health Services Officer 5
Location	Canberra Hospital
Last Reviewed	



Our **Vision**: creating exceptional health care together
 Our **Role**: to be a health service that is trusted by our community
 Our **Values**: Reliable, Progressive, Respectful and Kind

POSITION OVERVIEW

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person centred care. It provides acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT) and surrounding region. More information can be found on the CHS website: <https://www.health.act.gov.au/>

The Infrastructure and Health Support Services (IHSS) is responsible for facilities and asset management, delivery of capital and minor projects, and infrastructure services, support and operations. Food & Sterilising Services is a branch of IHSS which is responsible for Sterilising services and Food Services for Canberra Health Services.

The function of the Food Service Department is to prepare and serve meals and beverages to patients, staff and visitors, as well as the provision of services to other facilities of Canberra Health Services north and south of Canberra.

The Food Service Department prepares, cooks and serves an average equates to approximately 3000 meals daily for Canberra Health Services and National Capital Private Hospital.

Food Service is organised into the following functional areas:

- Food Service Administration.

- Operation Support Services - Food preparation and Food Production.
- Patient Services:
 - Meal Plating and Rethermalisation
 - Meal deliveries to patients
 - Menu monitors.
- Cafeteria: Food, meals and drinks for staff and guests.
- Stores; Receipt, dispatch and storage of perishable and non-perishable food supplies.
- External sites: Dhulwa & other Community Centres.

DUTIES

1. Apply, monitor and oversee HACCP (Hazard Analysis Critical Control Point) procedures to ensure food safety compliance.
2. Under limited supervision, supervise staff engaged on a variety of routine tasks in the specific area including but not limited to
 - a. Coordinating and supervising daily activities
 - b. Prioritising work tasks
 - c. Resource allocation
 - d. exercises good communication and interpersonal skills
 - e. Coordinate function requirement
 - f. Risk management
 - g. Prepare, serve and monitor foodstuffs
 - h. Applies quality control techniques to their work and the work of other staff
 - i. Assist in the development and training program for all staff
3. Adopt and maintain an active food safety program for food, equipment and cleaning procedures in accordance with departmental procedures and food safety standards
4. In collaboration with the Nutrition department manage the coordination of the menu requirements for the designated area including but not limited to ;
 - correct meal and food assembly compliance
 - phone requests
 - diet requirements
 - 'bulk' meal orders
5. Apply computer, IT Management System and other techniques as they relate to the operational work area.
6. Liaise with Digital solution and ICT Shared Services regarding System errors and implement contingency plans as per required
7. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as Lesbian, Gay, Bisexual, Transgender, Intersex, or Questioning (LGBTIQ) are particularly encouraged to apply.

Behavioural Capabilities

1. Strong communication and interpersonal skills and passionate about high quality customer service.
2. Flexibility and adaptability with a changing working environment to enable the provision of responsive services to meet clients' needs
3. Strong organisational, coordination and planning skills and a focus on outcomes.
4. High degree of self-drive and initiative.

Position Requirements/Qualifications:

Relevant Food Industry recognized qualifications and a minimum of 3 years' experience working professionally in food services is preferred.

Highly Desirable:

- Industry recognized qualifications

Desirable:

- Relevant experience in Microsoft Office applications
- Relevant experience using food service IT systems
- The successful applicant will need to be available for rotational morning, evening, weekend and public holiday shifts. **Note: Some position's will not be required to work shifts.**
- Current class C Driver's License.
- Have an understanding of how the [National Standards and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- Fulfil the responsibilities of this role as detailed in the [CHS Exceptional Care Framework](#), [Clinical Governance Framework](#), [Partnering With Consumers Framework](#) and [all other related frameworks](#).

Please note prior to commencement successful candidates will be required to:

- Complete the Food Safety certificate
- Undergo a pre-employment National Police Check.
- Comply with CHS Occupational Assessment, Screening and Vaccination policy, (OMU).

WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience:

1. Demonstrated ability to constantly display leadership in large team to provide high quality patient and customer focused service.

2. Sound knowledge of food safety practices involving HACCP monitoring.
3. Demonstrated organisational skills including the ability to exercise initiative, resource allocation, prioritise workloads and problem-solving skills in a work environment.
4. Sound interpersonal and communication skills including verbal, written and liaison skills and ability to work with cross functional team.
5. Proven ability and experience in the operation of computer applications and knowledge of the IT System.
6. Demonstrates understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS's values of reliable, progressive, respectful and kind.

HOW TO APPLY / OR WANT TO KNOW MORE?

Applications must be submitted through the e-recruitment system. Applications must include a copy of a current resumé, and

- A response to the selection criteria under “what you require” in no more than two pages.

Where possible include specific relevant examples of your work.

CHS Contact: **Insert** -

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Frequently

PSYCHOSOCIAL DEMANDS	FREQUENCY
Distressed People e.g. Emergency or grief situations	Occasionally
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Never
Unpredictable People e.g. Dementia, mental illness, head injuries	Occasionally
Restraining e.g. involvement in physical containment of clients/consumers	Never

Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Never
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PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 9kg	Frequently
Lifting 10 – 15kg	Occasionally
Lifting 16kg+	Never
Climbing	Occasionally
Running	Never
Reaching	Frequently
Kneeling	Occasionally
Foot and leg movement	Frequently
Hand, arm and grasping movements	Frequently
Bending/squatting	Frequently
Bend/Lean Forward from Waist/Trunk twisting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Occasionally
Confined spaces	Occasionally
Excessive noise	Frequently
Low lighting	Occasionally
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Never
Slippery or uneven surfaces	Frequently