

## **POSITION DESCRIPTION**



June 2019

*This document is subject to review from time to time.*

The West Coast District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

### **Organisational Vision**

The WCDHB's vision is to improve the health and well-being of the people living in Canterbury.

### **Organisational Values**

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

### **POSITION TITLE:**

Kitchen Assistant

### **REPORTS TO (Title):**

Manager – Food Services

### **REPORTS ON A DAILY BASIS TO:**

Manager / Supervisor

### **PRIMARY FUNCTION:**

A Kitchen Assistant is an employee who at the completion of their training and induction is capable of utilising their skills and appropriate equipment to deliver a quality food service to our patients, residents, customers or clients on a daily basis. This role requires a pro-active approach to safety and utilisation of all of the appropriate equipment and procedures provided by the West Coast District Health Board.

### **FUNCTIONAL RELATIONSHIPS**

Internally

1	Food Services/WellFood colleagues
2	Dietitians
3	Registered Nurses & Health Care Assistants
4	Orderlies
5	H&S Advisors

Externally

1	Patients & Relatives
2	Suppliers

**KEY PERFORMANCE OBJECTIVES:**

<b>Task</b>	<b>Assist with preparing and presenting food</b>
Expected result	<ul style="list-style-type: none"> <li>• Prepare food for service</li> <li>• Portion and plate food for service</li> <li>• Assist with vegetable and salad preparation</li> <li>• Deliver food on &amp; off site</li> <li>• Adhere to site Food Control Plan</li> </ul>
<b>Task</b>	<b>Deliver professional customer service</b>
Expected result	<ul style="list-style-type: none"> <li>• Provide a warm, friendly and welcoming style of service to all customers</li> <li>• Respond to customer requests in a timely manner &amp; ensure customer supplies are replenished</li> <li>• Ensure complaints are dealt with satisfactorily, or passed to the appropriate Manager</li> <li>• Have a proactive working relationship with all parts of the Food Service team</li> </ul>
<b>Task</b>	<b>Apply basic communication skills</b>
Expected result	<ul style="list-style-type: none"> <li>• Receive and relay information</li> <li>• Follow routine instructions</li> <li>• Follow WCDHB Policies &amp; Procedures</li> </ul>
<b>Task</b>	<b>Work with colleagues and customers</b>
Expected result	<ul style="list-style-type: none"> <li>• Communicate effectively in the workplace</li> <li>• Maintain personal presentation standards</li> <li>• Work effectively in a team</li> </ul>
<b>Task</b>	<b>Maintain clean &amp; tidy kitchen areas</b>
Expected result	<ul style="list-style-type: none"> <li>• Clean benches and surrounds</li> <li>• Sweep and mop floors</li> <li>• Clean, sanitise and store equipment</li> <li>• Handle waste and linen</li> <li>• Clean and maintain kitchen areas</li> <li>• Replenish supplies in service areas</li> <li>• Receive and rotate stock</li> <li>• Complete and sign cleaning rosters</li> </ul>
<b>Task</b>	<b>Provide specialised service in a Healthcare environment</b>
Expected result	<ul style="list-style-type: none"> <li>• Be familiar with dietary restrictions and special, modified diets to ensure optimal patient food preferences are met within guidelines of diet order limitations</li> <li>• Deliver special requests, between-meal food delivery and all other associated Food Service requests</li> <li>• Discuss special requests with Nurses and/or Dietitians as needed</li> </ul>
<b>Task</b>	<b>Staff Roster</b>
Expected result	<ul style="list-style-type: none"> <li>• Adhere to staff rosters</li> <li>• Follow absenteeism notification procedure</li> <li>• Ensure efficient work practices are maintained</li> <li>• Ensure schedules are adhered to and deadlines met</li> </ul>

Task	<b>Participate in Training</b>
Expected result	<ul style="list-style-type: none"> <li>• Complete training requirements to required standard</li> <li>• Complete Customer Service training</li> <li>• Complete training for patient menu meal orders</li> <li>• Complete special diet training to the required standard</li> <li>• Participate in external training programs as required</li> </ul>
Task	<b>Perform other duties within his/her capabilities as required by Supervisor or Manager</b>
Task	<b>Follow WCDHB policies and procedures</b>
	<b><u>HEALTH &amp; SAFETY:</u></b>
Task	<b>Duty of Care</b>
Expected result	<ul style="list-style-type: none"> <li>• Display a “duty of care’ for yourself and other employees in providing a safe working environment</li> </ul>
Task	<b>Follow WCDHB health, safety and security procedures</b>
Expected result	<ul style="list-style-type: none"> <li>• Adhere to health, safety and security procedures</li> <li>• Maintain safe personal presentation standards</li> <li>• Provide feedback on health, safety and security</li> <li>• Report all incidents <i>immediately</i></li> <li>• Identify and report all hazards</li> </ul>
Task	<b>Follow safe food handling procedures</b>
Expected result	<ul style="list-style-type: none"> <li>• Complete all required food safety training to meet Food Control Plan requirements</li> <li>• Adhere to the site Food Control Plan</li> <li>• Compliance with the temperature monitoring and corrective action progress</li> <li>• Compliance with the cleaning schedules</li> </ul>
Task	<b>Comply with infection control policies and procedures in a Healthcare environment</b>
Expected result	<ul style="list-style-type: none"> <li>• Collect, handle, store and manage clinical and other waste in accordance with organisational guidelines and waste management plans.</li> <li>• Follow 5 moments of hand hygiene in kitchen, café and ward areas</li> <li>• Clean and disinfect equipment and surfaces.</li> <li>• Identify and respond to infection risks</li> <li>• Maintain hygiene</li> </ul>

### Quality

Every staff member within WCDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

## **QUALIFICATIONS & EXPERIENCE:**

### **Essential**

- Experience in the provision of superior customer service
- Team player and able to work autonomously
- Flexible approach and attitude
- Excellent communication skills
- Hard working
- Physically fit and reliable
- Police Clearance
- Immunisation Screening

### **Desirable**

- NZQA Food Handling Certificate (Units 167/168)

## **PERSONAL ATTRIBUTES:**

### **MANDATORY.**

#### **Key Behaviours:**

- Ability to work in a team in a truthful and helpful manner with a positive verbal and nonverbal communication style
- Ability to “work smarter” by being innovative and proactive, using self-management and multi-tasking skills
- Accepts responsibility for actions, responds to feedback and identifies areas for their professional development.
- Ability to recognise and maintain confidential information
- Reliable with good time management
- Flexible approach

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.