

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Kitchen Assistant			
Reports to	Assistant Manager/Hospitality Manager			
Location	Greymouth			
Department	Commercial Services			
Direct Reports	0		Total FTE	
Budget Size	N/A		Capex	N/A
Delegated Authority	HR	N/A	Finance	N/A
Date	October 2025			
Job band (indicative)				

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae

Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

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.

Key Result Area	Expected Outcomes / Performance Indicators
Assist with Food Prep	<ul style="list-style-type: none"> • 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
Quality Management	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Demonstrating understanding and respect for cultural differences, maintaining patient privacy and confidentiality, and contributing to a respectful and positive team environment.
Health and Safety	<ul style="list-style-type: none"> • Maintaining a safe work environment by following best practice personal hygiene, safety procedures and equipment safe-use protocols.
Time Management	<ul style="list-style-type: none"> • Managing daily tasks and time to ensure that activities are completed on time and to prescribed standards.
Maintain clean and tidy kitchen areas	<ul style="list-style-type: none"> • 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

	<ul style="list-style-type: none"> • Complete and sign cleaning rosters on Safe Food Pro • Follow and adhere to any relevant instructions from a supervisor or Manager
Participate in Training	<ul style="list-style-type: none"> • Complete training requirements to required standard • Complete Customer Service training • Complete training for patient menu meal orders • Complete special diet training to the required standard
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • 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.
Equity	<ul style="list-style-type: none"> • 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.

Relationships

External

- Supplier delivery personnel
- Training Providers

Internal

- 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.
- [Safe Food Handling qualification (NZQA 167)]
- 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
- Kitchen Cleaning experience within the health industry

- 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)

You will be able to

Essential:

- 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.

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.