

1. General Information

Position Title:	Head Chef	
Division/Department:	Group Support Services/Food Services	
Position Reports to:	Hospitality Services Operations Manager	
Enterprise/Individual Agreement:	Epworth HealthCare Allied Health Professionals Enterprise Agreement 2022	
Classification/Grade:	FCH01-FCH05	
Location:	All sites (as advertised)	
Employment Status:	Full time	
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:		
Key Relationships - internal and external	• Group Director of Support Services • Hospitality Services Operations Managers • Chefs/ Trade Cooks • Food Services Supervisors • Function Coordinator • Group Hospitality Quality Projects and Contracts Manager	• Allied Head professionals • NUMs and Department Managers • Patients, inclusive of family member(s) & visitors. • Suppliers & other Key stakeholders

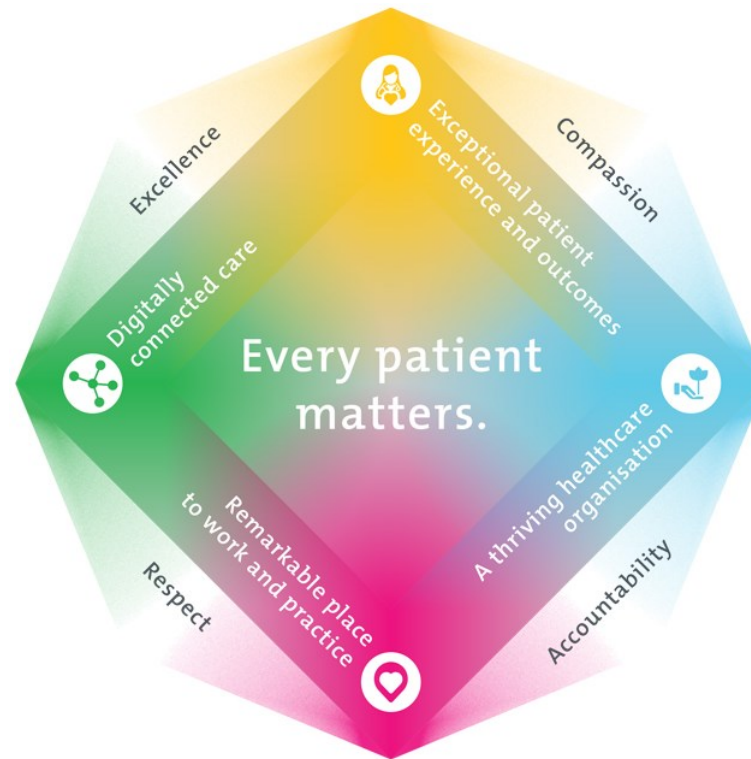
2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters. Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The role of Head Chef is to support the Hospitality Services Operations Manager in the delivery of the highest standard of food and food presentation to all patients, visitors and staff reflecting the vision and values of Epworth Healthcare. This is a hands on position, leading, managing, fostering accountability and motivating a team of skilled Chefs, Cooks and Food Services Team members to achieve excellence, thus ensuring best practice, in high quality meal service delivery across the group.

This will be achieved by:

- Being a role model in setting high customer service standards to achieve high quality patient care.
- Working under the direction of the Hospitality Services Operations Manager to deliver the highest standard of food and food preparation.
- Research and development of menus that align with patient dietary needs whilst reflecting current culinary trends.
- Manage the food service operations across all meal periods within a 24/7 healthcare setting through a workforce of chefs, cooks and food service assistant teams as guided by the Hospitality Services Operations Manager.
- Supporting the Hospitality Services Operations Manager in meeting all food and supplier related KPI's and targets
- Providing visible hands-on leadership within the kitchen and food service areas, driving operational excellence, food quality, safety, consistency, and team engagement.
- Ensuring compliance with all relevant food safety/ISO standards, infection control, workplace health and safety, accreditation, and organisational standards. Thus ensuring the mitigation of risk.
- Contributing to the ongoing development of Epworth HealthCare's internal culture and external reputation through:
 - Demonstrating behaviours and attitudes that are consistent with Epworth's Vision and Values and professional Hospitality Services philosophy
 - Working with the Hospitality Services Operations Manager in order to build strong and trusting relationships with internal and external stakeholders, thus maintaining the reputation and brand of Epworth HealthCare

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.

Position Description

Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Customer Centred Leadership Focuses on the provision of leadership in a customer centred environment under the direction of the Hospitality Services Operations Manager. - Establish and promote a culture of excellence in customer service to all service users and key stakeholders including patients, visitors and staff - Has a 'can do' attitude that drives and implements the development and leadership of a diverse team to deliver timely, person centred care to patients in a cost-effective manner that optimises operational and financial performance	Patient Satisfaction - Relevant Insync mean and feedback score Employee Satisfaction - Build and maintain the Food Services team to a culture of Success in the Employee Engagement Survey Operational - Food Cost to remain within budgeted target - Labour Hours for production to remain within budgeted target - Labour rate within department budget (includes factors such as utilisation of agency and casual staff) - Annual leave liability rate less than agreed rate - Texture Modified Diets - 99% of solid and fluid menu items meet the consistency guidelines - Serving size – 99% of meal items meet the prescribed serve size - A clean, safe environment achieved within agreed time frames and in accordance with standards adopted by the hospital. - Ordering & stock control meet set KPIs.

Leadership Undertakes appropriate workforce planning as directed by the Hospitality Services Operations Manager to build and maintain team efficiency. • Works cooperatively and collaboratively with peers • Ensure staff have access to appropriate resources and training required to maintain customer service, technical skills and adherence to safety/quality standards within the set budget	Staff development • Maintain 100% compliance with mandatory and unit specific competencies every 12 months or as prescribed Team effectiveness • Sick leave rate equal to or less than target • 2-year turnover rate equal or less than target
Foster a culture of ongoing development and improvement Drive a culture that enables: • The constructive giving and receiving of feedback • An environment of reflection that holds people accountable for areas of responsibility and actions taken Department Business Planning • Supervise and provide hands-on assistance in meal preparation for patients and service areas • Cook, serve and supervise team on the plating line. • Ensure that all dishes are followed and made to specified recipes • Ensure consistently high standard of meals are prepared for patients and service areas • Ensure the cleanliness of the kitchen is maintained at all times • Conduct regular stock checks of all areas • Manage staff rostering and scheduling • Effectively manage the day-to-day operations of kitchen Variance Analysis & Reporting • Provide information in relation to variances against budget to the Hospitality Services Operations Manager	Leader Rounding • Staff are rounded on at a minimum of agreed frequency • Staff recruitment /retention and development

Risk and Quality Management • Management of all mandatory reporting for the departments in food services • Ensure effective operational performance of the Food Services teams • Maintain and ensure compliance with ISO 22000-2018 Standards • Compliance with all components of the accreditation cycle quality improvement process • Conduct Food Safety Checks and ensure proper Corrective action is taken to eliminate any Risks or Hazards identified. • Strive to consistently improve service delivery toward hospitality best practice • Facilitation of a culture of data driven decision making and evaluation within the Food Services Team • Proactive review, support and implementation of relevant research into the food services environment	• 100% compliance as per Epworth's ISO Food safety plan. • Nominated Food Safety Supervisor with local council and Health Department • ISO Food Safety Plan is reviewed and regularly updated & compliance with legislative requirements for Food Safety. • Compliance with established standards for: • External Food Safety ISO auditing results • Annual external cleaning audit results • Review of IPAC/HICMR audit results and implement any recommendations. • Compliance for services delivered in accordance with legislative requirements, relevant codes of practice and hospital policies and protocols. • Implementation of risk management strategies for food services • Improvement in performance of food service departments and Epworth healthcare site
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • Role model and actively promote a culture of high quality patient care • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience	• Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner

• Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Responds quickly and proactively escalate concerns when necessary • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion	
Safety and Wellbeing To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students. • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential • Trade Qualification Desirable • Food Safety Supervisor Certificate in Health Codes
Previous Experience	Essential • Experience as a Head Chef Desirable • Experience in both Production and a Room Service model in a healthcare or hotel environment
Required Knowledge & Skills	Essential • Commitment to exceptional patient/customer service • Positive role model to all levels of staff - Demonstrated ability to build strong relationships with staff and management alike • Demonstrated ability to lead, assist and support organisational change • Knowledge and understanding of Legislation, OH&S principles and relevant awards. • Knowledge and commitment to Acts, Agreements and Epworth Healthcare directions, policies, procedures and staff code of conduct • Sound computer literacy in Microsoft Applications • Superior and effective conflict resolution skills
Personal Attributes & Values All employees are expected to consistently work in accordance with	Essential • Compassionate Customer service focus – Belief in patient centred care • Ability to adapt readily to change • Ability to accept and positively respond to direction and feedback • Committed to the development of staff, and practices, that engage and value the contribution of the team

Position Description



Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	• Driven to provide a safe environment for Patients, Visitors and staff • Self-motivated with a professional and diligent work ethic • Lives by the ethos of Epworth's Values and Behaviours
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
October 2020	August 2026	Group Director of Support Services & Hospitality Services Operations Manager

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____