

1. General Information

Position Title:	Kitchen Hand
Position Reports to:	Head Chef
Enterprise/Individual Agreement:	Epworth Healthcare Health and Allied Services Enterprise Agreement 2018
Classification/Grade:	FSA01 – FSA05
Key Relationships - internal and external	<ul style="list-style-type: none">• Food Services Associates• Chefs• Trade Cooks• Executive Chef• Sous Chef• Food Services Manager

2. Overview of Epworth HealthCare

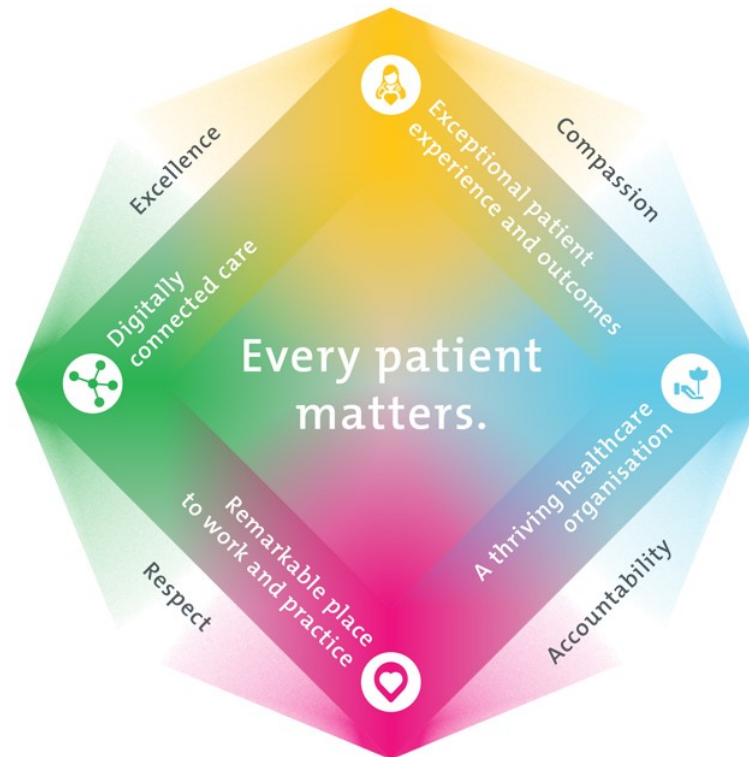
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 the Trade Cook is to work under the guidance of the Head Chef or Sous Chef in the preparation and delivery of consistently high-quality meals to Epworth Healthcare's patients, visitors, staff, VMO's and special events. The Trade Cook will work with a team of professional Cooks to deliver an exceptional culinary experience consistent with Epworth's vision, purpose and values. This role will play an active role within the Epworth team, participating in building a community-based culture that fosters a spirit of achievement to ensure Epworth delivers "Excellence, Everywhere, Everyday".

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
Leadership and culture	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.
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
<ul style="list-style-type: none">To complete assigned tasks efficiently and within allocated timeframe.Contribute to the Team Effectiveness of the Department.Customer service - to offer excellent, helpful service to patient's Staff and Visitor's.	<ul style="list-style-type: none">Clean/waste free environmentInfection control/ Food Safety Audits minimum pass rate of 95%To comply with the Epworth food safety/ HACCP- ISO program.Efficient delivery of service to all key stakeholders.

Position Description



<ul style="list-style-type: none"> • Have the Clear understanding of the different types of diets that a patient may require. • Adhere to safe food handling practices at all times. 	<ul style="list-style-type: none"> • To report any problems with equipment to appropriate Supervisor/ Chef in Charge immediately • To report stock shortages before they run out to appropriate Supervisor/ Chef in Charge in a timely manner
<ul style="list-style-type: none"> • Continuous quality improvement – to be proactive and assisting in the resolving of issues in work areas. • Wear the prescribed uniform in a clean & presentable manner at all times. • Undertake staff development and skills appraisals as required. • Flexibility within the rostering system. • Maintain client confidentiality at all times and respect patient privacy. • Ensure a clean, safe environment is achieved within agreed time frames and in accordance with standards adopted by the hospital. 	<ul style="list-style-type: none"> • Continuous quality improvement – to be proactive and assisting in the resolving of issues in work areas. • Wear the prescribed uniform in a clean & presentable manner at all times. • Undertake staff development and skills appraisals as required. • Flexibility within the rostering system. • Maintain client confidentiality at all times and respect patient privacy. • Ensure a clean, safe environment is achieved within agreed time frames and in accordance with standards adopted by the hospital.
<ul style="list-style-type: none"> • Contribute to the team effectiveness of the department and hospital • Work cooperatively with all team members • Provide positive and constructive feedback to all team members • Ensure that all hospital policies and procedures are adhered to. • Report any problems with equipment to appropriate Manager/Supervisor immediately. • Report stock shortages before they run out 	<ul style="list-style-type: none"> • Attend team meetings • Feedback from team meetings • Actively take part in planning and implementing projects and changes within the department.
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner

Position Description

<ul style="list-style-type: none"> • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues 	
<p>Safety and Wellbeing</p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Food Handlers Certificate with Health Codes
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Previous Role as Kitchen Hand in a Hotel or Healthcare Industry
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Proficient spoken and written English • Commitment to patient/customer service and quality improvement • Demonstrated relationship building skills with key stakeholders • Demonstrated ability to assist and support organizational change • Demonstrated ability to lead, assist and support organizational change • Knowledge and understanding of OH&S principles and ability to apply them • Strong Problem-solving skills
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently</p>	<p>Essential</p> <ul style="list-style-type: none"> • Strong belief in patient – centred care • Strong advocate of self-development and personal learning

Position Description



work in accordance with Epworth's values and behaviours <ul style="list-style-type: none">• Compassion• Accountability• Respect• Excellence	<ul style="list-style-type: none">• Commitment to engage in quality improvement• Commit to providing a safe environment for self, patients and colleagues• Ability to accept and respond to direction/feedback• Self-motivated and self-directed• Professional work ethic
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
June 2019	February 2022	Group Executive Chef

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: _____