

## 1. General Information

<b>Position Title:</b>	Chef	
<b>Division/Department:</b>	Group Hospitality Services/Food Services	
<b>Position Reports to:</b>	Head Chef	
<b>Enterprise/Individual Agreement:</b>	Epworth HealthCare Health and Allied Services Enterprise Agreement 2018	
<b>Location:</b>		
<b>Employment Status:</b>	Full Time	
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>		
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"><li>• All Epworth staff and doctors,</li><li>• Contractors</li><li>• Patients, and Visitors</li><li>• Group Director of Hospitality Services,</li><li>• Group Executive Chef,</li></ul>	<ul style="list-style-type: none"><li>• Head Chef, Sous Chefs,</li><li>• Hospitality Services Operational Manager,</li><li>• Trade Cooks</li><li>• Food services staff</li></ul>

## 2. Overview of Epworth HealthCare

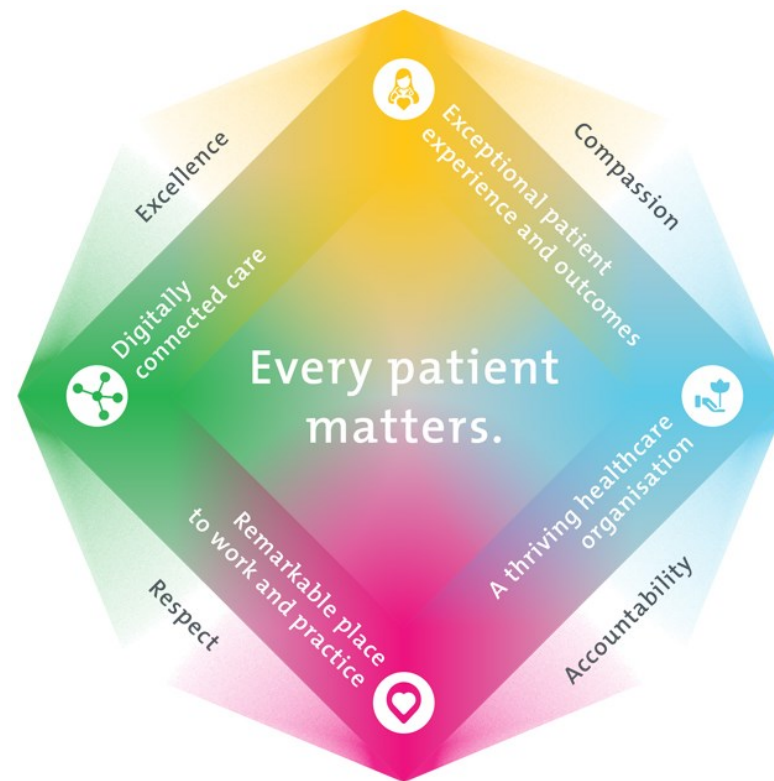
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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.
<b>Exceptional patient experience and outcomes</b> - To empower our patients and deliver compassionate, expert and coordinated care.
<b>A thriving healthcare organisation</b> - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
<b>Remarkable place to work and practice</b> - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
<b>Digitally connected care</b> - 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 Chef is to work under the guidance of the Head Chef or Sous Chef in the preparation and delivery of consistently high-quality meals at Epworth Healthcare's patients, visitors, staff, VMO's and special events. The Chef 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
<b><i>Leadership and culture</i></b>	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.
<b><i>Consumer Partnerships</i></b>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<b><i>Effective Workforce</i></b>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<b><i>Clinical Safety and Effectiveness</i></b>	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.
<b><i>Risk Management</i></b>	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
<b>Excellent quality of food</b> <ul style="list-style-type: none"> <li>Comply with Epworth's Food Safety Plan/ ISO Food Safety Management System</li> <li>Prepare, cook, portion, and serve food as per specified production schedule</li> <li>Check stock levels, food preparation and requirements for production and events</li> <li>Contribute to the development and implementation of new menus and recipes</li> <li>Work with colleagues to ensure quality standards are optimal</li> <li>Consistency in meal preparation in accordance with specified recipes</li> <li>Demonstrated skills and knowledge in all aspects of cooking and food preparation</li> </ul>	<ul style="list-style-type: none"> <li>Food handling and temperature monitoring comply with Food Safety/ ISO Plan</li> <li>Immediate escalation/notification to Head Chef or Sous Chef if risk with food quality or safety</li> <li>Texture Modified Diets - 95% of solid and fluid menu items meet the consistency guidelines</li> <li>Serving size – 95% of meal items meet the prescribed serve size</li> <li>A clean, safe environment achieved within agreed time frames and in accordance with standards adopted by the hospital</li> <li>Compliance with therapeutic diet requirements</li> <li>Any complaints or feedback must be addressed within 24 hours</li> <li>Patient and customer services surveys within targets</li> </ul>
<b>Contribute to the team effectiveness of the department and hospital</b> <ul style="list-style-type: none"> <li>Work collaboratively with all team members of the food services team to improve products and services</li> <li>Accept and provide positive and constructive feedback to all team members</li> <li>Participate in quality improvement projects</li> <li>Attend all compulsory in service training and workshops for development as requested by Head Chef or Sous Chef</li> <li>Flexibility to work across a 24/7 roster</li> <li>Accountable and responsible for providing food that is appropriate for customers with special dietary requirements</li> <li>Proactive in stock and quality control</li> </ul>	<ul style="list-style-type: none"> <li>Attend team meeting and participate in actions as needed</li> <li>Ensure any feedback requiring actions are completed and Team Leaders notified</li> <li>Work within agreed time frames and in accordance with standards adopted by the hospital</li> <li>Undertake staff development and skills appraisals as required</li> <li>Flexibility with the roster to accommodate business requirements</li> </ul>
<b>Quality Improvement</b> <ul style="list-style-type: none"> <li>Strives to consistently improve service delivery and practice</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of participation in quality activities</li> <li>Improved patient care</li> </ul>

# Position Description

<ul style="list-style-type: none"> <li>Provides suggestions, and feedback to Executive and Sous Chef on activities</li> <li>Actively participates in quality improvement activities within the unit or department in accordance with the National Standards for Clinical Excellence and ACHS Accreditation Standards</li> </ul>	<ul style="list-style-type: none"> <li>Improvement in performance of department and Epworth HealthCare</li> <li>Show a proactive attitude in reviewing, supporting, and implementing relevant initiatives into service improvements</li> </ul>
<p><b>Customer Service</b></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"> <li>Provide excellent, helpful service to patients, visitors and staff</li> <li>Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>Build customer relationships and greet customers and patients promptly and courteously</li> <li>Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul>	<ul style="list-style-type: none"> <li>Patient and customer service satisfaction surveys within agreed targets</li> <li>Use AIDET principles in all interactions</li> <li>Issues are escalated to the manager and resolved in a timely manner</li> </ul>
<p><b>Safety and Wellbeing</b></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"> <li>Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</li> </ul>	<ul style="list-style-type: none"> <li>Adhere to infection control/personal hygiene precautions</li> <li>Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>Mandatory training completed at agreed frequency</li> </ul>

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<b>Essential</b>

# Position Description



	<ul style="list-style-type: none"> <li>• Trade Qualified Chef or equivalent</li> <li>• Food Safety Certificate in Health Codes</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Minimum of 3 years' experience as a Trade Qualified Chef</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Health or Hotel Industry Experience</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrated ability to produce high-quality meals</li> <li>• Proficient spoken and written English</li> <li>• Commitment to patient/customer service and quality improvement</li> <li>• Sound food and allergy knowledge</li> <li>• Demonstrated relationship building skills with key stakeholders</li> <li>• Assist with menu development</li> <li>• Demonstrated ability to assist and support organizational change</li> <li>• Expertise in setting and managing elements of a budget, including menu development and food costings</li> <li>• Demonstrated ability to lead, assist and support organizational change</li> <li>• Knowledge and understanding of OH&amp;S principles and ability to apply them</li> <li>• Strong Problem-solving skills</li> </ul>
<p><b>Personal Attributes &amp; Values</b></p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Accountability</li> <li>• Respect</li> <li>• Excellence</li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Strong belief in patient centred care</li> <li>• Strong advocate of self-development and personal learning</li> <li>• Commitment to engage in quality improvement</li> <li>• Commit to providing a safe environment for self, patients and colleagues</li> <li>• Ability to accept and respond to direction and feedback</li> <li>• Self-motivated and self-directed</li> <li>• Professional work ethic</li> </ul>

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## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
November 2018	March 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: \_\_\_\_\_