

1. General Information

Position Title:	Kitchen Hand
Division/Department:	Group Support Services
Position Reports to:	Hospitality Services Operations Manager
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement 2022
Classification/Grade:	FSA01-FSA05
Location:	Epworth Sites-as advertised
Employment Status:	Full Time/Part Time/ Casual (As advertised)
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	
Key Relationships - internal and external	<ul style="list-style-type: none"> • Hospitality Services Operations Manager • Head Chef • Chefs • Sous Chef • Food Services Supervisors • Trade Cooks • Food Services Team

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.

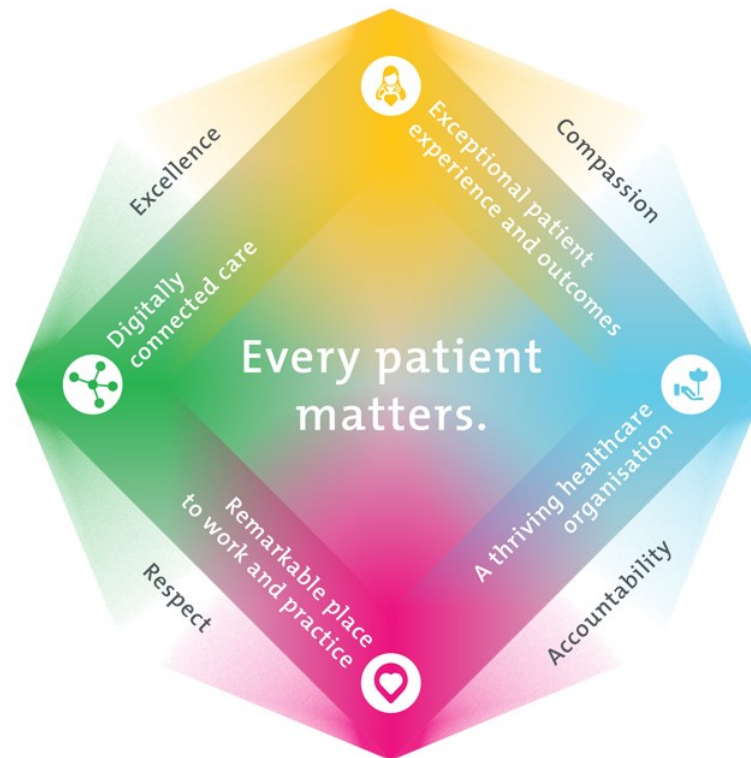
Epworth’s values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Position Description

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 Kitchen Hand is to work under the guidance of the Hospitality Services Operations Manager, Head Chef and/or Sous Chef in the preparation and delivery of consistently high-quality meals to Epworth Healthcare’s patients, visitors, staff, VMO’s and at special events. The Kitchen Hand 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
<p>Contribute to the Team Effectiveness of the Department and Hospital.</p> <ul style="list-style-type: none"> To complete assigned tasks efficiently and within allocated timeframes. To offer an excellent, helpful service to Patients, Staff and Visitors. Have a 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"> Clean/waste free environment Infection control/ Food Safety Audits minimum pass rate of 95% Complies with the Epworth food safety/ HACCP- ISO program. Efficient delivery of service to all key stakeholders Reports any problems with equipment to appropriate Manager/ Supervisor/Chef in Charge immediately Reports stock shortages before they run out to appropriate Manager/ Supervisor/ Chef in Charge in a timely manner
<p>Quality consistency and improvement.</p> <ul style="list-style-type: none"> Continuous quality improvement – to be proactive and assisting in 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"> Is proactive in assisting in resolving issues in work areas. Wears the prescribed uniform in a clean & presentable manner at all times. Undertakes staff development and skills appraisals as required. Maintain client confidentiality at all times and respect patient privacy. Ensures a clean, safe environment is achieved within agreed time frames and in accordance with standards adopted by the hospital. All feedback requiring actions are completed and Team Leaders notified. Flexibility with roster to accommodate business requirements
<p>Team effectiveness</p> <ul style="list-style-type: none"> Contribute to the team effectiveness of the department and hospital Work cooperatively with all team members Provide and receive positive and constructive feedback to and from all team members 	<ul style="list-style-type: none"> Attends team meetings Actions feedback from team meetings Actively takes part in planning and implementing projects and changes within the department.

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<ul style="list-style-type: none"> • 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 	
<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 • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues 	<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
<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	
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Position Description



<p>Qualifications</p>	<p>Essential</p> <ul style="list-style-type: none"> • Food Handlers Certificate with Health Codes <p>Desirable</p> <ul style="list-style-type: none"> • Food Safety and RSA certification or a willingness to undertake this training
<p>Previous Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> • Previous Role as Kitchen Hand in the Hotel or Healthcare Industry
<p>Required Knowledge & Skills</p>	<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 organisational change • Demonstrated ability to lead, assist and support organisational change • Knowledge and understanding of OH&S principles and ability to apply them • Strong Problem-solving skills • Ability to deliver and respond compassionately to our patients' needs • Have a consistently organized approach to work in a busy kitchen environment
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Strong belief in patient – centred care • Strong advocate of self-development and personal learning • 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

Position Description



Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
June 2019	August 2025	Group Director of Support Services

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: _____