

## 1. General Information

<b>Position Title:</b>	Chef	
<b>Division/Department:</b>	Group Support Services	
<b>Position Reports to:</b>	Hospitality Services Operations Manager	
<b>Enterprise/Individual Agreement:</b>	Epworth HealthCare Health and Allied Services Enterprise Agreement 2022	
<b>Classification/Grade:</b>	FTT01 – FTT05	
<b>Location:</b>	Epworth Site – as advertised.	
<b>Employment Status:</b>	Full Time/Part Time/ Casual	
<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

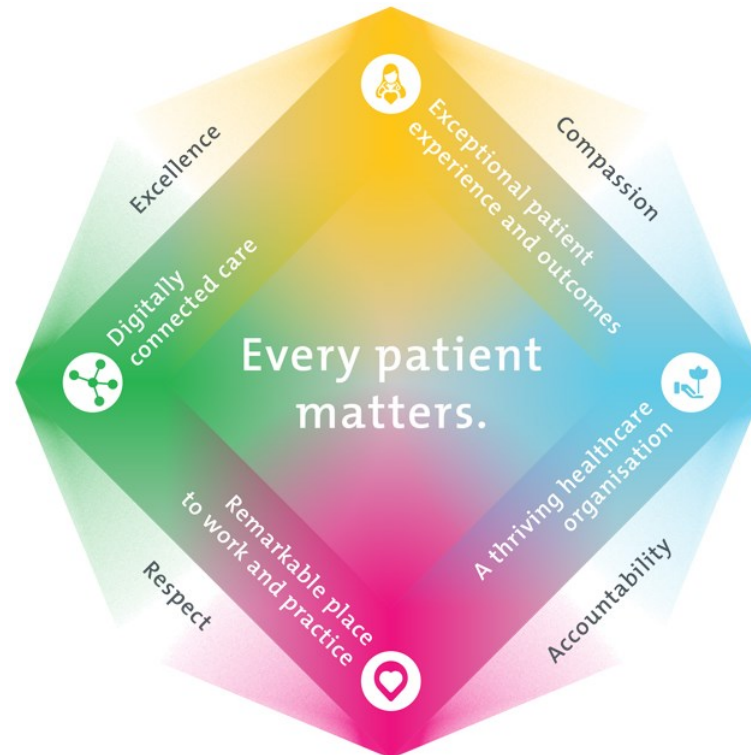
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

**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 Chef is to work under the guidance of the Head Chef and/or Sous Chef in the preparation and delivery of consistently high-quality meals at Epworth Healthcare to our patients, visitors, staff, VMO's and at 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
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"> <li>• Excellent quality of food</li> <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>• Ensure consistency in meal preparation is maintained in accordance with specified recipes</li> <li>• Demonstrate 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 Hospitality Services Operations Manager, 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>• All complaints or feedback addressed within 24 hours</li> <li>• Patient and customer services surveys are within targets</li> </ul>
<p><b>Contribute to the team effectiveness of the department and hospital</b></p> <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 and from all team members</li> </ul>	<ul style="list-style-type: none"> <li>• Attend team meetings and participate in actions as needed</li> <li>• All 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> </ul>

<ul style="list-style-type: none"> <li>• Participate in quality improvement projects</li> <li>• Attend all compulsory in service training and workshops for development as requested by Hospitality Services Operations Manager, Head Chef or Sous Chef</li> <li>• Flexibility to work across department roster</li> <li>• Be Accountable and responsible for providing food that is appropriate for patients with special dietary requirements</li> <li>• Proactively maintain availability of stock and quality control</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake staff development and skills appraisals as required</li> <li>• Flexible 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> <li>• Provides suggestions, and feedback to Hospitality services Operations Manager, Head Chef and Sous Chef on activities</li> <li>• Actively participates in quality improvement activities within the unit or</li> <li>• department in accordance with the National Standards for Clinical Excellence and ACHS Accreditation Standards</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of participation in quality activities</li> <li>• Improved patient care</li> <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>
<b>Customer Service</b> <ul style="list-style-type: none"> <li>• Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</li> <li>• Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</li> <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> </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>

<ul style="list-style-type: none"> <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>	
<b>Safety and Wellbeing</b> <ul style="list-style-type: none"> <li>• Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <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	
<b>Qualifications</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Trade Qualified Chef or equivalent</li> <li>• Food Safety Certificate in Health Codes</li> <li>• Certificate III or IV in Commercial Cookery</li> </ul> <b>Desirable</b> Food Handlers Certificate for Healthcare or willing to undertake
<b>Previous Experience</b>	<b>Essential</b> Minimum of 2 years' experience as a Trade Qualified Chef  <b>Desirable</b> Health or Hotel Industry Experience

<b>Required Knowledge &amp; Skills</b>	<b>Essential</b> <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 organisational 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 organisational change</li> <li>• Knowledge and understanding of OH&amp;S principles and ability to apply them</li> <li>• Strong Problem-solving skills</li> <li>• Basic computer skills</li> <li>• Availability to work 7 days a week as needed</li> </ul>
<b>Personal Attributes &amp; Values</b> <b>All employees are expected to consistently work in accordance with Epworth's values and behaviours</b>  <b>Compassion</b> <b>Accountability</b> <b>Respect</b>	<b>Essential</b> <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>

## Position Description



Excellence	
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### Document Control

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

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Print Name:

Date:

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