

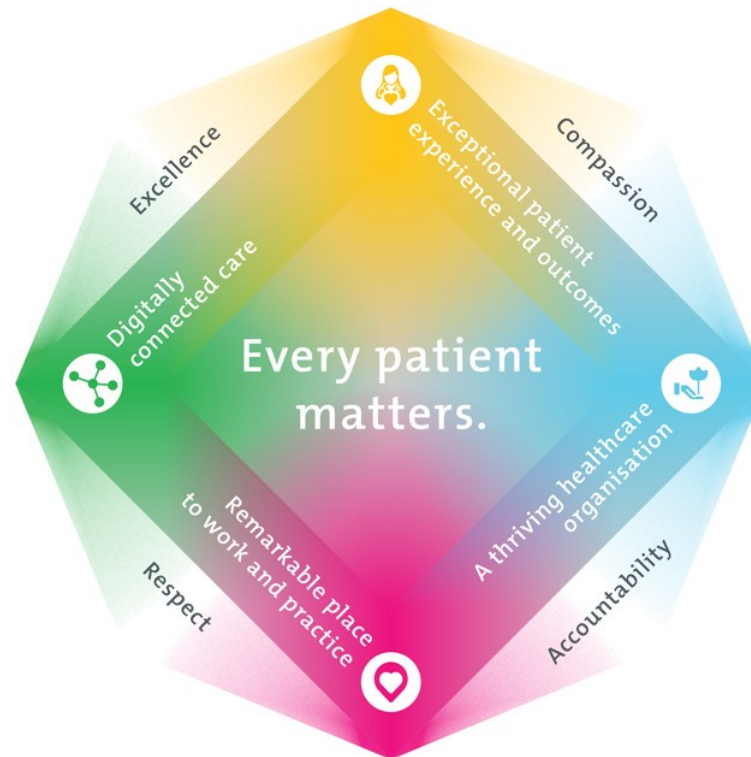
## 1. General Information

<b>Position Title:</b>	Food Services Associate
<b>Division/Department:</b>	Epworth HealthCare Support Services
<b>Position Reports to:</b>	Hospitality Services Operations Manager
<b>Enterprise/Individual Agreement:</b>	Epworth Healthcare Health & Allied Services Enterprise Agreement 2022
<b>Classification/Grade:</b>	FSA01-FSA05
<b>Location:</b>	Epworth All Sites – 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>	N/A
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"> <li>• Hospitality Services Operations Manager</li> <li>• NUMs, ANUMs and Support Services Care team internal service providers i.e. nursing and ward administration staff</li> <li>• Food Services Team</li> <li>• Back of House Team (Chefs, etc)</li> <li>• Functions Coordinator</li> <li>• NUMs and Department Managers</li> <li>• Department &amp; Ward Staff</li> <li>• Patients, inclusive of family member(s) &amp; visitor</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 Food Service Associate is to deliver a consistently high-quality food service to all patients, visitors and staff whilst reflecting the vision and values of Epworth Healthcare. Working within a Room Service or Tray Line setting this position will be required to perform all kitchen related duties including the setting up of patient meal trays, drinks and food preparation, meal delivery and cleaning.

The Food Service Associate plays an active part in building a community of achievement and capability around excellence in patient centered care. This will be achieved by:

- Supporting the Hospitality Services Operational Manager and Food Services Supervisors in achieving service delivery targets
- Working cooperatively in a busy team environment
- Contributing positively to the Food Services Department
- Being available to travel and work at any of Epworth Healthcare Metropolitan Melbourne sites including Richmond, Freemasons, Box Hill, Hawthorn, Camberwell and Geelong at any given time, including weekends and public holidays as required.

## 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>Kitchen Duties and Meal service Delivery</b> <ul style="list-style-type: none"> <li>• Work efficiently within set timeframes at tray set up point to ensure meal service delivery runs smoothly.</li> <li>• Follow ticket order to ensure all items are accurate and accounted for on meal tray</li> <li>• Prepare special drink items as per standard recipe</li> <li>• Rotate stock as required</li> <li>• Clean and maintain work area</li> <li>• Prompt delivery and collection of meal trays across all meal periods: breakfast, lunch and dinner service to set departmental timeframes.</li> <li>• Prompt delivery of mid meals</li> <li>• Respond promptly and positively to Manager/ Supervisor requests including special dietary requirements as specified by Dietetics team</li> <li>• Provide feedback on the status of task as requested</li> </ul>	<ul style="list-style-type: none"> <li>• Efficient delivery of service to all key stakeholders</li> <li>• Departmental delivery timeframes met</li> <li>• Nil customer complaints</li> </ul>
<b>Food Safety</b> <ul style="list-style-type: none"> <li>• Follow all food safety regulations as specified</li> <li>• Adhere to safe food handling practices at all times</li> <li>• Maintain a clean work space at all times</li> <li>• Clean kitchen areas thoroughly as directed by Manager/ Supervisor</li> <li>• Clearly understand different types of diet codes applicable to identified patients.</li> <li>• Hand Hygiene standards and Personal Hygiene to be maintained at all times</li> <li>• Dispose of waste in accordance with Infection Control Protocols</li> </ul>	<ul style="list-style-type: none"> <li>• Food Safety Program Training and compliance</li> <li>• ISO 22000 Training and Compliance (<b>Richmond site only</b>)</li> <li>• Hand Hygiene Training and compliance</li> <li>• Infection Control audits – Pass rate 90%</li> <li>• Clean and waste free kitchen space</li> <li>• Personal Hygiene to be in accordance with Epworth policy</li> </ul>
<b>Team Work</b> <ul style="list-style-type: none"> <li>• Work cooperatively and collaboratively with members within Support Services and the wider Epworth community</li> </ul>	<ul style="list-style-type: none"> <li>• Team meeting attendance and contribution</li> <li>• Team engagement</li> </ul>

# Position Description

<ul style="list-style-type: none"> <li>• Support Manager / Supervisor by responding positively to requests</li> <li>• Represent the Food Services Team by maintaining professionalism in personal manner and uniform presentation</li> <li>• Coordinating delivery times and informing on patients with missed meals to nursing team</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation as per Epworth Policy standards</li> </ul>
<p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Undertake all relevant staff training</li> <li>• Take responsibility for maintaining and developing skills and knowledge relevant to role by actively participating in on-going training, mandatory education (Food Safety, Infection Control)</li> <li>• Participate in Performance Development Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Mandatory Training completed annually or as specified</li> <li>• Performance Development Plan completed annually</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> 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	
<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Food Safety Handling Certificate</li> <li>• Working with Children Check</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• RSA (Responsible Servicing of Alcohol) Certificate</li> </ul>
<b>Previous Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Customer Services Experience</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Hospitality Experience</li> <li>• Food Service Experience in a Hospital environment</li> </ul>
<b>Required Knowledge &amp; Skills</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Basic computer skills</li> <li>• Clear written and verbal communication skills</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Safe Food Handling</li> <li>• Food Knowledge</li> <li>• Nutritional Diet Code knowledge and IDDSI</li> </ul>
<b>Personal Attributes &amp; Values</b>  All employees are expected to consistently work in accordance with Epworth's values and behaviours	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Compassionate Customer Service focus – able to anticipate and respond to customer requests</li> <li>• Excellent interpersonal skills – clear, confident communicator.</li> <li>• Team oriented</li> <li>• Organised approach to work – able to manage time effectively and meet deadlines.</li> <li>• High standards in personal hygiene and presentation</li> </ul>

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<ul style="list-style-type: none"><li>• Compassion</li><li>• Accountability</li><li>• Respect</li><li>• Excellence</li></ul>	<ul style="list-style-type: none"><li>• Accountability – ability to accept and respond to direction and feedback</li><li>• Self motivation with a professional and diligent work ethic</li></ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"><li>• Flexibility to work across all Epworth sites as needed</li></ul>
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## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
October 2016	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: \_\_\_\_\_