



## West Wimmera Health Service Position Description

<b>Position:</b>	<b>Nhill Hospital Kiosk Assistant</b>
<b>Location:</b>	Based at Nhill
<b>Reporting to:</b>	Chef in Charge
<b>Division:</b>	Hospitality & Environmental Services
<b>Award:</b>	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
<b>Level:</b>	IN13/IN14

### Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service (WWHS). We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

**Our Purpose – Great care, every person, every time.**

### **Our Strategic Goals**

#### ***Our people – Inclusive, Respectful, Productive***

To be a great place to work where everyone contributes and everyone belongs.

#### ***Our Care - Safe, Effective, Innovative***

To fully embrace new technologies and processes that 2 enable world class rural healthcare.

#### ***Our Community - Connected, Informed, Healthy***

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

#### ***Our Future - Environmentally Responsible, Economically Secure***

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align 4 the service's operations with established ESG principles.

## Our Values



### **TOTAL CARE**

Delivering care that is safe, effective and person-centred, always.



### **SAFETY**

Providing a safe workplace and services free from avoidable harm.



### **UNITY**

Working well together in a great place to work.



### **ACCOUNTABILITY**

Doing the right thing by our stakeholders and ourselves.



### **INNOVATION**

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

### **Position Relationships:**

<b>Key Internal Relationships</b>	<b>Key External Relationships</b>
<ul style="list-style-type: none"> <li>• Employees</li> <li>• Managers</li> <li>• Executive Directors</li> <li>• Chef in Charge</li> <li>• Specialist</li> <li>• Visiting Medical Officers</li> </ul>	<ul style="list-style-type: none"> <li>• Consumers</li> <li>• Community</li> <li>• Visitors</li> </ul>

### **Position Overview:**

Assist with preparation and service of meals for public and staff. Good Barista coffee skills and be professional and courteous at all times. Have a sound knowledge of the Food Safety Act 1984.

### **Key responsibilities:**

- Liaise and provide assistance with supporting employees in a professional manner.
- Customer orders – plating, waitressing and serving of meals within the kiosk dining area.
- Clean all surfaces as per the Services Food Safety worksheets.
- Ensure dry and perishable goods are stored correctly and that work areas in the kiosk are maintained in a clean and sanitary manner in accordance with Health Regulations and the Food Safety Act.
- Exceptional personal hygiene.

### **Statement of duties:**

#### **Professional Practice:**

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.

#### **Quality, Safety and Risk Management:**

- Ensure you are aware of the West Wimmera Health Service's emergency procedures.
- Ensure compliance at all times, with mandatory education competencies completed by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Management.
- Activity participate in relevant accreditation processes.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

#### **Communication:**

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other Community Care Team members, customers, volunteers) and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

#### **Key Selection Criteria:**

##### **Essential:**

1. Effective communication and organisational skills.
2. Worker screening clearance – Working with children check and NDIS Worker Screening Check
3. Immunisation history of COVID-19 vaccinations.
4. Demonstrate ability to work without active supervision.
5. Ability to communicate effectively with other staff, supported employees, management, and the community.
6. Appropriate training in proficiency in kitchen assist duties through on-the-job training.

**Desirable:**

1. Current Victorian Driver's Licence.
2. Knowledge of Health Regulations and Victorian Food Safety Standards
3. Knowledge of Infection Control Health Regulations
4. Knowledge and understanding of Department of Human Services Cleaning Standards
5. Knowledge and understanding of Food Safe Australia.

**Pre Requisites:**

6. NDIS Worker Screening Clearance
7. Working with Children Check
8. Fully vaccinated for COVID-19 as per current Department of Health Directive.
9. Flu Vaccination
10. Australian Driver's License

**Internal Direct Reports:**

Nil

**External Direct Reports:**

Nil

**Appraisal:**

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

## Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

<b>Authorised By:</b>	
<b>Name:</b>	
<b>Signature:</b>	<b>Date:</b>

<b>Position Incumbent Name:</b>	
<b>Signature:</b>	<b>Date:</b>