

Position Description

Position title	Food Service Assistant
Department / Division	Nutrition & Food Services
Classification	IN13 - IN14
Position reports to	Nutrition & Food Service Manager
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE CONTEXT
<p>The Department of Nutrition and Food Services at The Royal Children's Hospital incorporates the clinical dietetic service, the Main Kitchen that caters for inpatient meals and the Central Formula Room that produces formula, enteral feeds and fortifies expressed breast milk to meet the nutritional needs of patients.</p>

ROLE PURPOSE

The casual Food Service Assistant works as part of a team in the Food Service Department assisting with many of the activities involved with food and/or formula production, distribution and food storage to ensure patients receive high quality meals and feeds in a timely and accurate manner. The position involves being cross-trained across a variety of roles within foodservices including assisting with patient meal set-up, delivering patient meals to the bedside, collecting patient meal trays and dish-washing, and may also include duties in the central formula room including bottle washing and preparation of infant formula/enteral feeds. Kitchen hand duties include kitchen cleaning and sanitising, dishwashing and pot-washing, waste management, salad and sandwich preparation, assisting with patient meal set-up, and other duties as required.

KEY ACCOUNTABILITIES

- Work with other staff as part of a team to achieve high quality patient meal service
- Comply with the principles of food safety and the RCH Food Safety Program to ensure food is handled safely at all times.
- Willingness to undertake a variety of tasks as needed.
- Attend regular department meetings and updates
- Maintain a courteous and respectful manner with patients and families.
- Participate in quality activities and improvements in department service development as requested

QUALIFICATIONS AND EXPERIENCE

- Previous experience in health or hospitality setting in a similar role an advantage
- Ability to read & write English, sufficient to understand verbal & written instructions and communicate with other staff and with families.
- High standard of personal presentation and hygiene.
- Good literacy and numeracy skills.
- Food Allergy Training Certificate
- Food Handling Certificate Level 1 (Basic Food Safety).

KEY SELECTION CRITERIA

- Demonstrated ability to communicate with other staff and with patients and families.
- Level 1 Food Handling certificate and Food Allergy Certificate
- Previous experience in health or hospitality setting an advantage
- Good availability over 7 days per week and flexibility to fill shifts at short notice
- High standard of personal hygiene & presentation
- Ability to work with and maintain good relationships with staff
- Ability to offer high quality customer service
- Good teamwork
- Good attention to detail

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position



The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

March 2025