POSITION DESCRIPTION

POSITION TITLE: Food Services Coordinator - Austin
REPORTS TO: FOOD SERVICES MANAGER
AWARD: HOSPITAL ADMINISTRATIVE OFFICERS AWARD
POSITION TYPE: HS3
HOURS PER WEEK: FULL TIME

1. ORGANISATIONAL CONTEXT

Austin Health is one of Victoria’s largest health care providers. Comprised of Austin Hospital, Heidelberg Repatriation Hospital and Royal Talbot Rehabilitation Centre, Austin Health is a major teaching and research centre with numerous university and research institute affiliations.

Catering to diverse multicultural and veteran communities, Austin Health delivers vital statewide services to Victorians and a vast array of specialty services to the people of Melbourne’s northeastern corridor in a safety-focused, team-oriented and stimulating work environment.

The new 400 bed Austin Hospital Tower opened mid 2005 and further redevelopment is underway.

2. LOCAL WORK ENVIRONMENT

The Food Services Department is an in-house service, which provides patient meals for all campuses of Austin Health, as well as providing a patient meals service to Royal Women’s Hospital in Carlton. Currently the Food Services Department is plating approximately 2100 cook/chill and some cook/fresh meals each day.

3. POSITION OBJECTIVE

Support the Food Services Manager and management team in delivering a high quality service to all patients at Austin Health. This role is responsible for delivering defined outcomes across a range of specific projects focused on improving the efficiency, quality and safety of the Food Services Department. Specific projects include:

- Writing and implementing an updated Food Safety Program for Austin Health
- Coordinating and documenting all Food Services Quality and Accreditation activities to ensure appropriate standards are met throughout the Food Services Department
- Project managing the implementation of electronic systems including: ChefMax (patient meal ordering system), Workplace Requisition (Procurement and Ordering system) and a new electronic rostering system
- Assisting the Food Services Manager to implement a system for monitoring and reporting on set KPIs that facilitate the strategic business plan of Austin Health
- Assisting the Food Services Manager to draft relevant Policy & Procedure documents
- Maintaining Accreditation, Workcover, Food Safety and other legislatively required documentation on behalf of the Food Services Department
## 4. POSITION REQUIREMENTS

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<th>Key Result Areas</th>
<th>Standard Measures</th>
<th>Key Activities</th>
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| **Human Resource Management**  
Assists with the effective and efficient management of Human Resources | • Assist to ensure all rosters produced are in accordance with hospital policy and applicable Awards/Agreements  
• Assist to ensure all rosters are up to date and available to all staff as per the applicable Award/Agreement(s)  
• Performance Appraisal for self is completed at least annually  
• All grievances are handled according to the Grievance Procedure  
• Performance Appraisals completed on allocated staff at least once a year  
• Adequate staffing cover on all shifts  
• Operations, Compliance and Contracts Manager is immediately advised of any performance management issues of FSD staff | • Promote collaborative teamwork within the department to encourage a cohesive workplace  
• Assists with the selection, induction and training of staff for the Austin Campus  
• Assist with the performance management of staff at Austin Campus as delegated by the Operations, Compliance and Contracts Manager  
• Ensuring all staff receive regular, constructive feedback on their performance  
• Timely counselling for Food Services staff who fail to meet required performance and behavioural standards  
• Actively promote Austin Health Values and ensure behaviour of Food Services Staff at the Austin Campus is always in line with these values  
• Be an active member of the Food Services Management Team, contributing effectively to overall Departmental Management  
• Resolve minor staffing issues  
• Maintain general Industrial Relations knowledge and ensure compliance with Austin Health’s ER policies and procedures  
• Pro-actively manage leave accruals, ensuring all Austin campus staff take required leave in accordance with Austin Health’s policy and procedure |
| **Financial & Resource Management**  
Assist with the management of financial resources. | • Agreed budget targets are met  
• Operations, Compliance and Contracts Manager notified of emerging abnormal financial results in a timely manner | • Play an active role in monitoring financial performance against agreed targets and implement strategies to ensure the achievement of negotiated targets and KPI's  
• Implement initiatives to reduce operating costs |
| **Staff Development**  
Coordinate the ongoing training and development of staff | • Designated Food Services Staff are proficient in utilising any new software system introduced  
• Staff understanding of menu in detail  
• Allocated staff are proficient in hospital computer systems and competency levels monitored  
• Documentation is accurately maintained for all work-experience students | • Liaise with Operations, Compliance and Contracts Manager to identify training needs of staff in relation to projects and initiatives undertaken,  
• Schedule and provide training sessions in relation to process and system changes to be introduced as required  
• Co-ordinate all work experience students undertaking placement in the Food Services Department at the Austin Campus |
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<td><strong>Customer Service</strong>&lt;br&gt;Ensure the service provided is maintained at the highest standard possible</td>
<td>- Customer survey results meet or exceed agreed targets&lt;br&gt;- Operations, Compliance and Contracts Manager informed of all serious complaints in a timely manner&lt;br&gt;- All staff have a full, detailed understanding of the menu&lt;br&gt;- All employees are dedicated to delivering excellent Customer Service</td>
<td>- Build and maintain strong, open communication channels with the Management Team, Food Services Supervisors, Menu Monitors and other Key Stakeholders&lt;br&gt;- Regularly assess customers’ eating trends and recommend changes to the menu in consultation with the Dietetics Department&lt;br&gt;- Facilitate and support customer service evaluations, identifying trends and initiating appropriate improvements as part of the Quality Cycle</td>
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<td><strong>Quality Control and Improvement</strong>&lt;br&gt;Assist with all quality control activities related to the service and contribute to the development and implementation of quality improvement programs</td>
<td>- Audit and Survey results meet or exceed agreed targets in relation to: food temperature and presentation, accuracy of quantity, meal delivery times, cleaning procedures, staff safety awareness, equipment maintenance, and stock usage&lt;br&gt;- Quality plans are used for each area&lt;br&gt;- Quality improvement activities, processes and results are documented&lt;br&gt;- Active management and communication of all complaints occurring on each shift&lt;br&gt;- Accreditation maintained</td>
<td>- Ensure that patient surveys are distributed and analysed monthly and a plan of action is developed for any negative trends&lt;br&gt;- Inform staff of all findings of audits and surveys and of the documented corrective action or improvement required&lt;br&gt;- Assist with the coordination of all quality activities related to Food Services, liaising with the Operations, Compliance and Contracts Manager to ensure the quality of the service provided is maintained at an optimum level.&lt;br&gt;- Assist to ensure regular audits are undertaken on every aspect of the service, data is promptly analysed, and a plan of action to rectify any identified problems or improve operating efficiency is put in place within one week&lt;br&gt;- Provide input into the development of an annual departmental quality plan&lt;br&gt;- Actively manage complaints and ensure that issues are followed up through quality improvement program where appropriate&lt;br&gt;- Foster an environment where employees are committed to continuous quality improvement</td>
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<td><strong>Risk Management</strong>&lt;br&gt;Ensure risks are identified, assessed and effectively managed</td>
<td>• All incidents and near misses are reported and documented&lt;br&gt;• Unsafe practices identified, documented and an improvement plan immediately implemented including ongoing management of the issue and evaluation of actions taken&lt;br&gt;• 100% of Food Safety Audits passed&lt;br&gt;• A current Food Safety plan for the Department exists, has been effectively implemented and is regularly evaluated&lt;br&gt;• 100% of identified risks are escalated according to Austin Health policy and procedure&lt;br&gt;• Austin Campus Food Services Health &amp; Safety Committee meets monthly and minutes of each meeting are distributed to staff.&lt;br&gt;• HACCP records are current and accurate at all times</td>
<td>• Contribute to the development of risk management measures and risk plans&lt;br&gt;• Identify, assess and minimise potential risks, ensuring detailed documentation is maintained&lt;br&gt;• Implement action plans, evaluating and documenting results&lt;br&gt;• Understand Austin Health’s Risk Management System and pro-actively increase Food Services Staff knowledge of hazard identification and risk management.&lt;br&gt;• Chair a Health &amp; Safety Committee for the Food Services Department which meets monthly&lt;br&gt;• In conjunction with the Operations, Compliance and Contracts Manager and the OH&amp;S Department, organise and promote Safety activities to ensure that Health &amp; Safety awareness amongst employees is optimised&lt;br&gt;• Develop and document a Food Safety Plan for all operations undertaken&lt;br&gt;• Manage, monitor and evaluate food safety activities and liaise with Operations, Compliance and Contracts Manager in regards to any amendments to the Food Safety Plan&lt;br&gt;• Educate staff about the Food Safety Plan, ensuring full compliance</td>
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<td><strong>Information Management</strong>&lt;br&gt;Contribute to the effective and timely communication of information</td>
<td>• Hospital and Departmental policies and procedures are regularly reviewed and updated as necessary&lt;br&gt;• Attend an agreed upon percentage of meetings annually&lt;br&gt;• Monthly reports completed and submitted by agreed deadlines&lt;br&gt;• Reports and information related to Food Services held in databases are current and accurate</td>
<td>• Ensure staff are aware of policy and procedure changes and updates in a timely manner&lt;br&gt;• Attend meetings regularly within the hospital&lt;br&gt;• Maintain data accuracy on all database systems used by Food Services staff (e.g. Great Plains, Power Budget, Work-Place Requisitions Chef Max etc.)&lt;br&gt;• Advise the Operations, Compliance and Contracts Manager on any necessary changes or need for new policy on any aspect of the service and conduct financial and operational data analysis and present findings in appropriate formats</td>
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<td><strong>Miscellaneous</strong></td>
<td>• Electronic Menu system is implemented, functioning correctly and all appropriate staff have completed comprehensive training on the system</td>
<td>• Manage all aspects of Electronic Menu Monitoring System including Menu Monitors&lt;br&gt;• Liaise with supplier and IT department, organise system updates and fixes for chef max system – advise on software and hardware requirements&lt;br&gt;• Coordinate training of staff to ensure all Menu Monitors and supervisory staff are proficient in all aspects of the chef max system</td>
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5. **KEY SELECTION CRITERIA**

*Essential:*
- Relevant qualification in Catering, Hospitality or related field, or working towards
- Minimum of three (3) years experience in a Supervisory position within the Food Services and/or Hospitality Industry
- Advanced computing skills including MS Office suite and experience in using database systems
- Certificate of Food Handling or equivalent
- Sound knowledge of applicable legislation, including the Food Act 2002
- Previous experience managing a budget and monitoring financial performance of a department/unit
- Previous experience in managing operational performance within set KPIs
- Previous experience in developing Food Safety Plans and monitoring staff compliance
- Sound knowledge of large-scale food services operations and the management thereof
- Excellent verbal and written communication skills
- Ability to quickly build rapport with Key Stakeholders
- Ability and desire to foster a team environment and function as an effective member of the Management team
- A focus on quality customer service
- Highly organised with well developed time management skills
- Ability to maintain accurate and detailed documentation

*Desirable / Preferred:*
- Previous Management experience within a Healthcare facility
- Certificate IV in Workplace Training & Assessment, or equivalent
- Previous experience in developing business plans and building departmental budgets
- Ability to work flexible hours
- Lateral thinking skills and the ability to find innovative solutions
- Good attention to detail
- Understanding of various dietary requirements and restrictions (e.g. Kosher, Vegan, Low-Sodium, Low-Cholesterol)
- Knowledge of modified texture diets and dietary supplements
- Experience in Function Catering

6. **OTHER RELEVANT INFORMATION**

*Pre-Existing Injury*
Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.

7. **DOCUMENT REVIEW DETAILS**

Date Position First Documented (if known):

____/____/____

Date of this Position Description Review:

31/07/2007

Signature of Manager: ____________________________ Date:

____/____/____

Signature of Employee: ____________________________ Date:

____/____/____