

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

Responsible for assisting the food service team to deliver an efficient and timely Food and Beverage service to patients, visitors and staff.

Objectives:

- To process meal orders & deliver the patient’s meal, including beverages to the patients room
- To undertake dishwashing duties in a timely manner
- Undertake cleaning duties in accordance with cleaning schedule
- Assist in preparation and assembly of the patient meal tray.

KEY PERFORMANCE INDICATORS (KPIs)	PERFORMANCE INDICATORS
Customer service	<ul style="list-style-type: none"> ▪ Liaison with Nursing staff, becoming integrated into McAuley ward ▪ Tracking trays, clearing trays ▪ Stocking kitchens to impress levels ▪ Answer phones ▪ Take food & beverage orders, ensuring that the needs of the patients are met ▪ Work positively in a fast-paced environment.
Deliver food in accordance with food safety standards	<ul style="list-style-type: none"> ▪ Room Service meals are delivered to the patient within a 45 minute timeframe of the order being placed ▪ Responsible for assembling the trays with the chosen menu items for patients ▪ Deliver bulk orders to the day stay units and cancer care, restocking provisions to impress levels ▪ Food safety standards are met as directed by Kitchen Manager ▪ Help out in Marinoto Café.
Manage incoming food deliveries	<ul style="list-style-type: none"> ▪ Accountable for all stock used by self ▪ To check, sign and reject (where applicable) all Food Service deliveries ▪ To store immediately all food deliveries in correct storage areas.
Ensure clean dishes are always available	<ul style="list-style-type: none"> ▪ Food preparation dishes used by the Chefs are always readily available ▪ All dirty dishes from the wards are washed and sanitised in a timely manner, ensuring impress levels are met ▪ All meal service dishes and trolleys to be washed and sanitised in a timely manner adhering to the Food Control Plan ▪ Operate and maintain dishwashers.
Contribute to cleanliness of the kitchen	<ul style="list-style-type: none"> ▪ Cleaning schedule is actioned correctly ▪ Documentation is completed to ensure audit requirements are able to be met and demonstrated.
Participate in quality improvement	<ul style="list-style-type: none"> ▪ To participate in quality improvement processes and activities and be accountable for following work routines, policies, procedures.

Constant performance improvement through personal and professional development	<ul style="list-style-type: none"> ▪ Continues to pursue / enhance own knowledge and skills appropriate to the area of work ▪ Participates in annual performance review and development of a personal professional development plan ▪ Meets Mercy mandated skill competency requirements, such as, but not limited to; fire, evacuation and health and safety training.
ICT	<ul style="list-style-type: none"> ▪ Competent and confident in use of all food service ICT systems.
Communicate and engage within the organisation	<ul style="list-style-type: none"> ▪ Foster a climate of cooperation and respect between co-workers ▪ Actively attend staff meetings and provide constructive feedback ▪ Contributes to a supportive environment for all those in the Support team ▪ Communicates clearly with whanau/family and staff treating all people of different cultural backgrounds with respect ▪ Approaches situations in a professional manner.
Acknowledge and maintain work place health and safety procedures	<ul style="list-style-type: none"> ▪ To take all practicable steps to ensure personal safety, and the safety of others, while at work, according to the department's and the Hospital's health and safety policies, procedures and systems ▪ Adheres to current infection control practices maintaining a safe environment for both patients and staff ▪ Takes initiative and identifies, reports and resolves issues that may cause harm to themselves or others in the organization.
Support Mercy Hospital in its role as an essential service provider	<ul style="list-style-type: none"> ▪ Mercy Hospital is an essential service and as such all staff must make every effort to come to work as long as it is safe to do so.
BEHAVIOURAL COMPETENCIES	
Communication	<ul style="list-style-type: none"> ▪ Listens, interprets and conveys information, both written and/or verbal, in a clear, concise and objective manner ▪ Delivers information in a timely manner, has quality conversations, establishes credibility, and provides accurate and consistent messages ▪ Selects the most appropriate method of communication for the situation, adapting messages to the targeted audience.
Relating to others	<ul style="list-style-type: none"> ▪ Relates to people across various levels, and supports others through active listening and sharing ideas and opinions in an open and honest manner ▪ Recognises individual differences, picks up on social cues and adapts style to communicate with impact ▪ Shows empathy, respect and consideration to others, uses diplomacy and tact, and tailors approach to suit different situations.
Customer Focus & Delivering Expectations	<ul style="list-style-type: none"> ▪ Anticipates, understands, and is responsive to different customers' needs, providing quick and effective solutions for the customer ▪ Takes personal responsibility and consistently follows through and delivers in order to meet or exceed customer expectations ▪ Is committed to delivering a high standard of customer service and engages in quality conversations with customers.
Team Orientation	<ul style="list-style-type: none"> ▪ Gets along well and cooperates with others, appreciates different viewpoints and builds a positive team morale ▪ Recognises the need to work with other parts of the business to progress goals, and considers how different business areas relate ▪ Is an active participant in the team, shares knowledge, and collaborates with others.

RELATIONSHIPS

Reports to:

Food Services Team Leader

Direct Reports:

Internal Relationships:

All Staff, HoD, Team Leaders

External Relationships:

Patients/Visitors, Specialists

PERSON SPECIFICATIONS

Work Qualifications/Skills

- Practice Food Safety methods in a Food Business; Unit 167 is required.

Skills, Knowledge & Experience

- Exceptional time management skills
- Good literacy skills
- Good verbal communication skills
- Friendly with an open disposition
- Motivated and reliable, must be able to work unsupervised
- Proficient with computer and the software
- Some kitchen hand experience an advantage
- Use of a commercial dishwasher.

Essential

- Adaptable and flexible to assist with the changing work environment
- The ability to demonstrate a high degree of confidentiality and discretion.
- Ability to be on feet for long periods
- To be available for casual call shifts from time to time.

Desirable

Physical Requirements

Standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting, other reaching.

Mercy Hospitals Shared Purpose

Exceptional care that makes a difference to our patients and community.

Mercy Hospitals Values

Hiranga - Excellence

We do our best every day, learning continually.

Atawhai - Care

We respond to others with empathy, kindness and expertise.

Whakaute - Respect

We interact respectfully with others.

Kotahitanga – Collaboration

We work together for the common good.

Workplace Contribution

Mercy Hospital is committed to its obligations under the Treaty of Waitangi. Employees are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.

Health and Safety

Mercy Hospital is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organization. As an employee of Mercy, the health and safety of clients and colleagues, as well as your own, is your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.

To participate in and comply with the requirements of the Health & Safety at Work Act 2015 and associated Mercy policies:

- Work practices ensure safety for self and others
- Advice or assistance is sought before commencing an unfamiliar work practice
- Hazards are identified, control plans documented, and hazards eliminated, minimised or isolated
- Comply with Mercy Hospital incident reporting policy and Health & Safety Policy
- Emergency management procedures and compulsory / compliance education and training completed
- Demonstrates knowledge of the health and safety database.

Quality and Risk

Mercy Hospital is committed to the concept of quality improvement. As an employee you are required to actively participate in quality improvement and risk management, both at a professional level and service level. You are also required to participate in CQI and risk programmes as an integral part of your position.

Personal Responsibilities

- Respect the Shared Purpose and Values of Mercy Hospital
- Be familiar and with Mercy Hospital policies and procedures
- Be responsible for own ongoing education and skills required in designated role
- Demonstrate an understanding and applicability of confidentiality of information regarding patients, employees and hospital business at all times.