

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

This role is responsible for coordinating and assisting the food service team to deliver an efficient and timely Food and Beverage service to patients, visitors and staff. This role will provide on the floor coordination of the day to day operation for the Food Services Assistants.

Objectives:

- Roster Management to ensure productive standards are met.
- To ensure best practise standards are achieved in all areas.
- To work with the Team Leader to ensure a cycle of continuous quality improvements.
- To lead by example and nurture an inclusive, positive culture of mutual respect and collaboration, supporting wellbeing.
- To identify long term process solutions to issues arising in collaboration with the Team Leader.

KEY PERFORMANCE INDICATORS (KPIs)

PERFORMANCE INDICATORS

Staffing & Leadership

- Leave applications and rosters are managed to ensure adequate cover is maintained
- Proactively manage staff performance including carrying out performance reviews and performance management processes with the help of the Team Leader
- Coordinate staff area specific training
- Effectively and proactively manage intragroup relationships to facilitate a positive team environment
- Actively involved in recruitment
- Coordinates staff meetings and participates actively
- Build positive working relationships with other departments

Quality Improvement

- Ensure best practice processes are in place and being followed by all staff
- Continuously look for ways to improve the patient experience
- Drive and participate in quality improvements

Day to day Duties

- Confirm daily workflow allocations are correct to ensure productivity standards based on patient numbers and known requirements
- Liaise with other departments should issues arise
- Manage any patient issues or concerns
- Ensure food safety standards as being met
- Partake in general day to day duties
 - Room service
 - Stores management
 - Dish washing
 - Cleaning
 - Any other reasonable duties

Administration

- Ensure Manuals and work guidelines are kept up to date
- Complete area specific audits as required

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/Head Chef	Direct Reports: Food Service Assistants
Internal Relationships: All Staff, HOD, Team Leaders	External Relationships: Patients/Visitors, Specialists
PERSON SPECIFICATIONS	
<p>Work Qualifications/Skills</p> <ul style="list-style-type: none"> Practice Food Safety methods in a Food Business; Unit 167 is required. <p>Skills, Knowledge & Experience</p> <ul style="list-style-type: none"> 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 <p>Essential</p> <ul style="list-style-type: none"> Previous leadership experience 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 <p>Physical Requirements</p> <p>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.</p>	
Mercy Hospitals Shared Purpose	
Exceptional care that makes a difference to our patients and community.	
Mercy Hospitals Values	
<p>Hiranga - Excellence</p> <p>We do our best every day, learning continually.</p> <p>Atawhai - Care</p> <p>We respond to others with empathy, kindness and expertise.</p> <p>Whakaute - Respect</p> <p>We interact respectfully with others.</p> <p>Kotahitanga – Collaboration</p> <p>We work together for the common good.</p>	

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.