



# Role description

## Role Details

<b>Job ad reference</b>	GCTP340969
<b>Role title</b>	Operational Services Officer (Food Services) – Expression of Interest
<b>Status</b>	Temporary full time Temporary part time Casual
<b>Location</b>	Southport and Robina  Note that this position may be required to work throughout the Gold Coast Hospital and Health Service and that the positions primary work location may change based on operational requirements.
<b>Unit/Branch</b>	Nutrition and Food Services
<b>Division</b>	Allied Health and Rehabilitation Services Emergency and Specialist Services Gold Coast Hospital and Health Service
<b>Closing date</b>	Ongoing
<b>Classification</b>	OO2
<b>Evaluation ID</b>	V - 1648
<b>Salary</b>	\$2305.30 - \$2459.50 per fortnight \$30.33 - \$32.36 per hour \$37.30 - \$39.80 per hour (casual)
<b>Contact name</b>	Vesna Marsanic
<b>Contact number</b>	(07) 5687 4083
<b>Online Applications</b>	<a href="http://www.smartjobs.qld.gov.au">www.smartjobs.qld.gov.au</a>

## Purpose of the Role

Ensure that patients and customers receive exceptional customer service at all times and are served appropriate meals according to requirements whilst adhering to all relevant standard operating procedures, guidelines, duty statements and policies.

## Our Values

Gold Coast Hospital and Health Service is committed to its six guiding principles which are at the core of all positions and articulate the behaviours that are required when working within the Health Service:



Whilst we implement our strategic objectives to be recognised as a centre of excellence for world class health care, our [values](#) provide the framework to focus our individual behaviours and performance outcomes.

## Health Equity and Racism

Gold Coast Health is committed to improved health equity for Aboriginal and Torres Strait Islander peoples in our community as presented in our [Reconciliation Statement](#). It is expected that all Gold Coast Health staff as a valuable member of the Gold Coast Health workforce, contribute to the health equity agenda. Please visit our [website](#) for additional information.

## Diversity and Inclusion

[Diversity](#) is at the heart of Gold Coast Health and is critical to a work environment that is equitable and inclusive. A broad range of perspectives, backgrounds and ideas makes us stronger and is essential to delivering high quality health care. Everyone has a role to play in making GCH a place where we all 'Always Belong'. [Contact Diversity and Inclusion](#)

## Organisational Alignment

Gold Coast Health has a [Core Capability Framework](#) (CCF) with five core capability groups; Personal Attributes; Building Relationships, Results Focused, Business Enablers, Leadership and People Management. Under each of the five capability groups, individual capabilities are identified which are essential to drive performance excellence across our workforce. Below outlines the five core role capabilities required to deliver against the key duties and accountabilities of this role. Capabilities are aligned to Leader Profiles; Leading Self, Leading Others, Leading Leaders and Leading Executives. The Leader Profile and Core Capabilities for this role are detailed below.

### Leader Level: Leading Self Core Role Capabilities

Personal Attributes	Individual behaviours influenced by our values and ethical compass	Leading Self   Show Resilience and Compassion - Ask questions and make suggestions, while remaining open to new situations, others ideas and differing approaches
Build Relationships	Shape and maximise relationships with colleagues, patients and the community	Leading Self   Work Collaboratively - Work collaboratively within teams, communicating progress, providing information, helping others and acknowledging shared effort
Results Focused	Drive and influence successful organisational outcomes	Leading Self   Plan and Prioritise - Understand team objectives against our broader organisational goal, taking ownership, performing within timelines and guidelines and adjusting priorities if required
Business Enablers	Boost effective service delivery and champion change management	Leading Self   Optimise Resources - Demonstrate the ability to effectively leverage resources to maximise outcomes and work efficiently
Leadership and People Management	Inspire, engage and build our workforce	Leading Self   Manage Through our Values - Model desired behaviours, values and ethics in work practices, focussing on excellence in delivery of services

## About the Unit/Service Line

Nutrition and Food Services department provides leadership for effective and efficient Nutrition and Hydration management in conjunction with the key stake holders. The Nutrition and Food Services department is committed to safe, effective optimal nutrition management for adult and paediatric patients as well as education and training, credentialing and scope of clinical practice, performance management reports, evidence-based care, monitoring of variation in clinical practice and health outcomes.

## Key Duties and Accountabilities

Fulfill the responsibilities of this role in accordance with Queensland Public Service, the Gold Coast Hospital and Health Service (GCHHS) values.

- Comply with the [Code of Conduct for the Queensland Public Service](#) and all policies and procedures.
- Comply with the [National Safety and Quality Health Service Standards](#) and the Gold Coast Health [Clinical Governance Framework](#) in all areas of your practice.
- Comply with the procedures set down in the Food Safety Management System and the Workplace Guidelines.
- Assist in basic food preparation, servicing and delivery of meals, preparation and serving of meal supplements, including morning and afternoon tea.
- Distribute, collect, and collate patient catering needs within a food services system.
- Prepare ingredients for meals according to directions and procedures.
- Sterilise and clean equipment and/or utensils used in the work area.
- Serve correct portions for meals in plating line to maintain standards.
- Clean plates, equipment and the kitchen area to required standards.
- Operate on the clearing line and industrial dishwasher.
- Provide customer focused service at all service points.
- Maintain client confidentiality.
- Ensure meals and fluids are delivered to the correct patients.
- Follow policies, procedures and instructions relating to work health and safety that are relevant to the work being undertaken to ensure high quality and safe services in the workplace.
- Take reasonable care for your own health, safety and wellbeing and take reasonable care to ensure that your acts or omissions do not adversely affect the health, safety and wellbeing of others.
- Employees who are appointed to the GCHHS are accountable for information security, management and appropriate use, in accordance with legislation, standards, policies and procedures.
- Comply with reasonable instructions that are provided for the safety of you and others at the workplace.

## Mandatory Qualifications / Professional Registration / Other Requirements

- While not mandatory, a relevant qualification or experience in a similar role would be well regarded.
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
  - measles, mumps, rubella (MMR)
  - varicella (chicken pox)
  - pertussis (whooping cough)
  - hepatitis B
- It is a condition of employment in this role for new employees to GCHHS to undertake a tuberculosis screening, to identify if the tuberculosis vaccination may be required in accordance with the Queensland Health Protocol.

## How to Apply

Please submit the following for the panel to assess your suitability:

- Your **resume**, including a comprehensive employment history, the qualifications you hold and the contact details for at least two referees (Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years).
- A **cover letter** (no more than 2 pages) outlining your suitability for the role. In your response, please address the Core Role Capabilities listed under 'Organisational Alignment' using recent examples of your experience, aligned to the 'Key Duties and Accountabilities' for the role, listed above.

**Submit your application via** [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)

Only those persons eligible to work in Australia may be employed by Queensland Health. Prospective employees are required to provide proof of identity and documentary evidence of their [right to work in Australia](#).

Gold Coast Health is committed to providing an accessible, inclusive work environment. Please contact the nominated person if you require any reasonable adjustments throughout this recruitment process.

Hand delivered applications will not be accepted.

## Further Information

For further information about this opportunity and the benefits and conditions of [working at Gold Coast Health](#) please refer to the Information for Applicants document attached with this Smart Jobs advertised vacancy.

A 3 month probation period may apply to this appointment.