**Role Description**

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| **Job ad reference** | MI573450 | **Closing date** | Sunday 7/07/2024 |
| **Role title** | Operational Service Officer - Cook | **Classification** | OO3 |
| **Status** | Permanent Fulltime | **Salary** | $65,497 - $69,332 per annum  (full time hours) |
| **Unit/Branch** | Hotel Services  Cloncurry Multipurpose Health Service | **Contact name** | Maree Walduck |
| **Division/Hospital** | North West Hospital and Health Service | **Contact number** | 07 4742 4510 |
| **Location** | Cloncurry  Service delivery may require this role to work across other locations within the North-West Hospital and Health Service (NWHHS). | | |

**Your opportunity**

* This position is responsible for cooking and assists in the provision for optimal nutritional care for patients at the Cloncurry Multipurpose Health Service, by providing appropriate nutrition in accordance with established dietary standards, and working closely with Dietetic-Nutritionists and food service staff. This position has a strong emphasis on food safety regulations in accordance with Australia and New Zealand Food Safety Authority (ANFSA).To be part of a team that actively contributes to patient safety by following policies, procedures and protocols of the North West Hospital and Health Service.
* To support continued improvement of health services by always participating in quality improvement opportunities.
* To excel in patient safety by active contribution to a framework of sound clinical governance.

**Your role**

* Fulfil the responsibilities of this role in accordance with Queensland Public Service and North West Hospital and Health Service values as outlined above.
* All employees with the North West Hospital and Health Service are required to take reasonable care for their own safety, including carrying out work in accordance with the prescribed practices and procedures and in a manner that will not create health and safety hazards for either the employee or others in the workplace.
* Promote a safety-supportive culture and consistently apply evidence based practice.
* Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe, services and workplaces.
* Implement and monitor the organisation’s quality standards, occupational health and safety policies, procedures and programs and provide clinical governance in the relevant work area.
* Always consider the rights of the patients and other health care consumers.
* Proven knowledge and application of cooking requirements and techniques.
* Proven ability to follow standard recipes and catering procedures.
* Proven skills in kitchen management in ordering, food preparation, cooking production, presentation methods and distribution services.
* Good communication skills, both written and verbal.
* Ability to use judgment in deciding how tasks are performed and completed whilst being responsible for the quality standard of completed work.
* Ability to maintain records and documents relevant to the position.
* Maintain effective and respectful communication with all internal and external clients and colleagues.
* All other duties as requested by the Supervisor Hotel Services.
* Ensure work is completed to a satisfactory standard with the application of best practice in infection control and workplace health and safety.
* Actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, workplace health and safety and ethical behaviour.
* Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces.
* Keep People Safe: Comply with reasonable Work Health and Safety instruction and cooperate with reasonable policy and procedures, including the Duties of Workers, Section 28, Work Health and Safety Act 2011 (QLD).
* Effectively engage with people and communities from Aboriginal and Torres Strait Islander and cultural and linguistically diverse backgrounds.
* Deliver culturally responsive and safe care in line with the *Queensland Health Aboriginal and Torres Strait Islander Cultural Capability Framework 2010-2033* and *Queensland Health Workforce Diversity and Inclusion Strategy 2017-2022.*
* Demonstrate a commitment to meeting or exceeding professional and National Standards (e.g. NSQHS Standards) to achieve the delivery, leadership, and governance of Quality Care Every Day as outlined in the [Framework for Clinical Governance](https://qheps.health.qld.gov.au/__data/assets/pdf_file/0040/2669287/NWHHS-Clinical-Governance-Framework-2021-v5.pdf) and the [Safety and Quality Roles and Responsibilities Matrix](https://qheps.health.qld.gov.au/northwest/clinical-support/accreditation-quality).

**Your employer – North West Hospital and Health Service**

The North West Hospital and Health Services (NWHHS) is responsible for the public sector health services in the North West region. The NWHHS covers an area of approximately 300,000 square kilometres and services many of the remote communities within North Western Queensland and the Gulf of Carpentaria.

The Health Service is responsible for the promotion and wellbeing of people within the service area and ensuring that health services are of a high quality, accessible to all and effective.

Other NWHHS Centres are:

| **Hospitals:** | **Primary Health Facilities:** | **Community Services:** | **Multipurpose Health Service:** |
| --- | --- | --- | --- |
| Doomadgee | Burketown | Cloncurry | Cloncurry |
| Mornington Island | Camooweal | Doomadgee | McKinlay Shire |
| Mount Isa | Dajarra | McKinlay Clinic |  |
| Normanton  Normanton | Karumba | Mornington Island |  |
|  |  | Mount Isa |  |
|  |  | Normanton |  |
|  |  |  |  |

**North West Hospital and Health Service Vision and Values**

The North West Hospital and Health Service is responsible for providing high quality hospital and healthcare to the communities of North West Queensland.  We embrace the need for change and make it work efficiently for the people of our region and our staff.  The efficient delivery of our core hospital and health business services is guided by the North West Hospital and Health Service mission:

*To be Queensland’s leading Hospital and Health Service delivering excellence in remote healthcare to our patients*

Our Values:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Innovation** | **Respect** | **Engagement** | **Accountability** | **Caring** | **Honesty** |
| We make things happen | We listen and learn from each other | We work together to involve our communities | We own our actions and behaviours | We treat people with kindness and look after each other | We are true to ourselves and others |

**Cloncurry Hospital is a Multi-Purpose Health Facility** with 21 acute beds and 3 aged care beds. The hospital provides 24hr emergency care to the Cloncurry Hospital. The hospital has several visiting services which include mental health, optometry, physiotherapy, podiatry, vascular, obstetrics and gynaecology and chest clinic.

**Cloncurry** is situated 124km east of Mount Isa and 776km west of Townsville in Queensland. Cloncurry’s climate has an average of only 50 wet days a year. The annual rainfall is 437mm usually falling during the west season from November to March each year. Summer days are warm to hot with temperatures soaring to the high 30’s early 40’s. Winter days are perfect with cool evenings. The average maximum winter day temperature is usually in the mid 20’s.

Cloncurry’s roots are steeped in mining. In 1916, Cloncurry was the main source of copper in Australia with four smelters running. In 1928, the Royal Flying Doctor Service started up in Cloncurry. The airline QANTAS has strong links with the town- QANTAS was “conceived in Cloncurry, born in Winton and grew up in Longreach”.

These days, Cloncurry is a town with a strong community spirit, populated with a group of people very proud of their town and its history.

There is plenty of entertainment available with four hotels and three restaurants.

**Mandatory qualifications/Professional registration/Other requirements**

* This position requires the incumbent to operate a C class motor vehicle when required, and an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be provided before commencement of duty.
* Physical ability to carry out frequent and repetitive lifting, manual handling of goods and patients
* 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](https://www.health.qld.gov.au/__data/assets/pdf_file/0009/150120/hed-0116.pdf)):
  + Measles, Mumps, Rubella (MMR)
  + Varicella (chicken pox)
  + Pertussis (whooping cough)
  + Hepatitis B
  + Tuberculosis: All new employees, including agency nurses and doctors, appointed to roles at a Queensland Health facility that may be at high risk of exposure to drug-resistant cases of tuberculosis must be assessed for their risk of Tuberculosis (TB) using the relevant TB risk assessment process.
  + Influenza: Roles that work in an Aged Care Facility in accordance with the *Aged Care Direction (No.5).*
* Your offer of appointment to this role is therefore conditional upon satisfactory documentary evidence of required vaccinations/immunity being provided prior to commencement and your consent and agreement to maintain vaccination/immunity as required by Queensland Health HR policies and Health Employment Directives
* **Aged Care Pre-Employment Screening**: Applicants are advised this position works in an identified Aged Care Facility as per the *Aged Care Act 1997* and therefore requires employees and volunteers to have a current National Police Certificate. Queensland Health will facilitate applicants obtaining the above National Police Certificate.

**How you will be assessed?**

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under ‘Your Role’, the ideal applicant will be someone who can demonstrate the following:

* Ability to understand instructions and carry out tasks within a predetermined timeframe
* Ability to operate with a high level of independence in day to day duties in the absence of direct supervision, including the ability to identify or pre-empt problems thus affecting a solution.
* Ability to actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, occupational health and safety, and ethical behaviour.

**Your application**

Please provide the following information to the panel to assess your suitability:

* Your current CV or resume, including the names and contact details of 2 referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor
* A short response (maximum 2 pages) on how your experience, abilities, knowledge and personal qualities are relevant for the role, taking into account the key responsibilities and key attributes of the position.

**Additional Information**

* Applications will remain current for 12 months/the duration of the vacancy
* Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process
* Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt
* Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment
* All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities
* Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at <http://www.psc.qld.gov.au/library/document/policy/lobbyist-disclosure-policy.pdf>
* Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the *Workers’ Compensation and Rehabilitation Act 2003* (<http://www.justice.qld.gov.au/fair-and-safe-work/workers-compensation-and-rehabilitation/workers-compensation-and-rehabilitation-legislation/workers-compensation-and-rehabilitation-act-2003>

**ORGANISATIONAL CHART:***Cloncurry MPHS*

