

Role description

Job ad reference:	H2406WB574492
Role title:	Operational Services Officer (Kitchen Assistant)
Status:	Several Casual Positions Available
Unit/Branch:	Food Services
Health Service:	Wide Bay Hospital and Health Service
Location:	Hervey Bay and Maryborough Hospitals
Classification level:	OO2
Salary level:	\$37.31 - \$39.81 p.h.
Closing date:	Thursday, 18 th July 2024 (applications will remain current for 12 months)
Contact:	Erin Kitteringham
Telephone:	(07) 4325 6880
Online applications:	www.smartjobs.qld.gov.au
Application Enquiries:	If you have any queries in relation to applying online please contact Recruitment Services on (07) 4150 2250.

About Wide Bay Hospital and Health Service

Wide Bay Hospital and Health Service is responsible for the delivery of public hospital and health services including medical, surgical, emergency, obstetrics, paediatrics, specialist outpatient clinics, mental health, critical care and clinical support services to people residing in a geographical area which incorporates the North Burnett, Bundaberg and Fraser Coast local government areas and part of Gladstone local government area (Miriam Vale).

Our Vision

Care, connection, compassion for all

Our Purpose

To compassionately care and connect with the Wide Bay community and our staff to provide excellence in regional health services.

Our Strategic Directions

-  **Optimise and transform:** enhance and transform health services to improve patient outcomes.
-  **Equity and access:** service delivered are equitable and accessible to the community.
-  **Embed technology:** Increase access to virtual care through embedded technology.
-  **Foster partnerships:** partner with diverse stakeholders to better serve the community.
-  **Nurture and future-proof workforce:** strengthen our workforce to ensure care, connection and compassion for all.

If you want more information about **Care, Connection, Compassion for all** visit our website: www.health.qld.gov.au/widebay





Purpose

- Provide an effective, efficient, and safe food service to clients and personnel within the facilities, whilst at all times maintaining client dignity, respect and confidentiality.

Your key responsibilities

- Fulfil the responsibilities of this role in accordance with the Wide Bay Hospital and Health Service values outlined above.
- To comply with the obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights as required by the Human Rights Act 2019.
- Assist in the development and monitoring of quality control standards, relevant documentation and new or revised work processes.
- Ensure the production area is in a safe and hygienic condition complying with relevant standards and Guidelines.
- Distribute, collect and collate patient catering needs within a food service system. Assist in basic food preparation, servicing and delivery of meals, preparation and serving of meal supplements, including morning and afternoon tea; sterilise and clean equipment or utensils used in a work area
- Cleaning of production areas and equipment in accordance with equipment schedule.
- Maintain adequate supplies of consumables
- Participation in waste management within the facility
- Respect the rights and confidentiality of all matters relating to patients, their families, visitors and other staff.
- Effective communication and other interpersonal skills at all times and particularly when operating in a multi-disciplinary team environment including conflict resolution skills.
- Participate in on-going education and training programs to ensure the high quality delivery of patient care services relevant to the position.
- Use equipment in appropriate manner and in accordance with Workplace Health and Safety requirements and as directed.
- Participate in competency, training and assessments specific to the position. These include, but are not limited to, patient handling, materials handling and ABM training.
- Participate in Quality Management and accreditation activities to enhance service delivery.
- Ensure knowledge, understanding and application of all policies, protocols and procedures relating to all areas of responsibility.
- Perform all duties in a safe, professional and efficient patient focused manner as required or directed.
- Perform other tasks as may be reasonably requested by the Supervisor and complete duties as per the approved task lists (in line with Award, EB and Operational Service Manual conditions).

Key Responsibilities - Occupational Health and Safety

- All staff of Wide Bay Hospital and Health Service are responsible for making the health system safer and more effective by:
 - Having an understanding of their broad responsibilities as a team member and an individual for maintaining safety and quality in health care.
 - Ensuring that safety and Quality Procedures are followed.
 - Participate in the review of procedures individually or as part of a team.
 - Participate in the development and implementation of organisational processes that improve health care services, development and implementation of safety systems, engagement in improvement initiatives and related training.
 - Take reasonable care of your own health and safety and ensure that your acts/omissions do not adversely affect the health and safety of others.
 - Complete all necessary Occupational Health and Safety (OHS) training and comply with OHS Policy and procedures.
 - Report OHS incidents and assist with risk assessments.
 - All WBHHS workers have the ability to remove themselves from work situations that they consider present and imminent and a serious danger to their life and / or health. If an event of this nature were to occur the worker shall report the incident immediately to a supervisor / manager without reprisal.



Qualifications/Professional registration/Other requirements

- No formal qualifications are required.
- Must be physically able to perform the duties and tasks relevant to the position.
- **Hepatitis B Vaccination:** Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.
- **Vaccination of Preventable Diseases:** 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: measles, mumps, rubella, varicella (chicken pox) and pertussis (whooping cough). Existing staff that are engaged prior to 1 July 2016 are not subject to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one HHS to another HHS, Department to a HHS, or HHS to Department)
- **Tuberculosis (TB):** It is a condition of employment for this role for the employee to be assessed for their risk of TB. Existing staff that are engaged prior to 14 December 2018 are not subject to this condition of employment unless they apply for a role that is with a different Queensland Health entity (i.e. one HHS to another HHS, Department to a HHS, or HHS to Department). Should existing staff be concerned about their TB status, they should consult their GP or contact the Metro South Clinical Tuberculosis Services on (07) 3176 4141 or (07) 3176 4166 for advice.

Pre-Existing Injury or medical condition

Wide Bay Hospital and Health Service (WBHHS) takes seriously its legislative obligations to manage the risks associated with pre-existing injury or medical conditions of prospective employees.

Further to WBHHS's obligation under Section 18 of the Work Health and Safety Act 2011, whereby employers are required to provide and maintain, so far as practicable, a working environment that is safe and without risks, Section 571 of the Workers' Compensation and Rehabilitation Act 2003 (WCR Act) enables prospective employers to give a prospective worker a written notice:

- Requesting that the prospective worker disclose any pre-existing illnesses or injuries of which they are aware, which could be reasonably aggravated by performing the attached outlined employment related duties; and
- Informing the prospective worker that a failure to disclose or a false or misleading disclosure means that the employee may not be entitled to compensation under the WCR Act for a work-related aggravation of the pre-existing illness or injury.

Are you the right person for the job?

You will be assessed on your ability to demonstrate the following key attributes. Within the context of the responsibilities described above, the ideal applicant will be someone who can demonstrate the following:

- Ability to use communication, interpersonal, negotiation and organisational skills.
- Ability to positively engage with patients, staff, and visitors, representing the service effectively.
- Knowledge of/or ability to learn food service operations and food safety standards.
- Well developed ability to function effectively as a team member and on an individual basis, to work autonomously and show initiative in day-to-day problem solving under supervision.
- Ability to identify important tasks, to prioritise and adjust workload to accommodate the changes under supervision.
- Demonstrated integrity, sound judgment, and a commitment to confidentiality.
- Competence in navigating digital systems and a solid understanding of computer operations.
- Good working knowledge of Workplace Health and Safety, Equal Employment Opportunity, Ethical Behaviour and Anti-discrimination Principles as applied to the work environment.

How to apply

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

- **Your current CV or resume, including referees.** You must seek approval prior to nominating a person as a referee. Referees should have a thorough knowledge of your work performance and conduct, and it is preferable to include your current/immediate past supervisor.



By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.

- **A short statement (maximum 1–2 pages)** on how your experience, abilities, knowledge and personal qualities are relevant for the role, taking into account the key responsibilities and attributes noted in the 'Are you the right person for the job?' section.
- **Submit your application online at www.smartjobs.qld.gov.au** by the closing date ensuring completion of the online questionnaire.

About the Health Service/Division/Branch/Unit

Wide Bay Hospital and Health Service (WBHHS) provides health services to a fast growing regional area. The Health Service covers the coastal stretch from Agnes Waters in the north to Maryborough and Hervey Bay in the South and includes the accompanying rural hinterland. Included in WBHHS are Hervey Bay and Maryborough Hospitals and Bundaberg Hospital, the main referral centres, with health facilities at Gin Gin, Childers, Biggenden, Eidsvold, Mundubbera, Gayndah, Mt Perry and Monto. The WBHHS serves a population of approximately 219,000 residents.

Across the Health Service, a range of specialty services are provided including acute care, surgical, medical, maternity, mental health rehabilitation and aged care services. Hervey Bay and Bundaberg Hospitals provide care in some major adult specialties and provide support to the surrounding smaller rural hospitals in the Health Service. The Health Service has a number of Multipurpose Health Services that provide access to integrated health and aged care services to smaller communities. WBHHS promotes the use of Telehealth, which enables patients to receive quality care closer to home via videoconferencing technology, reducing the need for travel and increasing access to specialised healthcare for people in regional and rural communities.

The Health Service provides a variety of primary and community health services including oral health, child health, school health, health promotion, environmental health, aged care and rehabilitation, aged care facilities, sexual health services and drug and alcohol services. WBHHS also provides a comprehensive and fully integrated mental health service to residents in both the community and acute care settings.

The Wide Bay is well known for its relaxed lifestyle, natural beauty and local attractions. Bundaberg is located at the southern tip of the Great Barrier Reef with access to coral islands and scuba diving. Possibly the most famous beach in Bundaberg is Mon Repos. Located 15kms east of Bundaberg, Mon Repos is known for having the largest concentration of nesting marine turtles on the eastern Australian mainland and is considered one of the two largest loggerhead turtle rookeries in the South Pacific Ocean. For a taste of the Australian bush, Cania Gorge, located in the hinterland west of Monto, is popular for bushwalks and abseiling.

The Fraser Coast includes the world-heritage listed Fraser Island, which has a unique and unspoilt landscape including rainforests with abundant fresh water lakes and crystal clear creeks. From July to November, during their annual migration, Humpback whales take time out in the protected waters of Hervey Bay. The whales perform a variety of behaviours providing a spectacular display for visitors and locals.

The land within the WBHHS region encompasses the following Tradition Custodian Groups: Butchulla; Bylee; Gooreng Gooreng; Gurang; Kabi Kabi; Taribelang Bunda; Wakka Wakka and Wulli Wulli.

Wide Bay Hospital and Health Service respectfully acknowledges the traditional owners and custodians, both past and present, of the area we service. We also declare our commitment to reducing inequalities in health outcomes for Aboriginal and Torres Strait Islander people in line with the Australian Government's Closing the Gap initiative.

Regional Medical Pathway

Bundaberg and Hervey Bay are the Wide Bay's lead sites for the Regional Medical Pathway (RMP), a major partnership between The University of Queensland, CQUniversity and the Wide Bay and Central Queensland Hospital and Health Services.



The RMP provides local community supported, end-to-end medical education and training designed to address workforce shortages in the Central Queensland and Wide Bay regions. This Pathway involves student placements across the education continuum and learning opportunities through pre-vocational and vocational training. The RMP includes a variety of opportunities for clinicians to engage as teachers, mentors, tutors and researchers as a way of ensuring the future of the medical profession in regional, rural and remote Queensland.

Pre-employment screening

Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment, as well as any other availability information that could preclude them from undertaking the role. Roles providing health, counselling and support services mainly to children will require a Blue Card. Please refer to the Information Package for Applicants for details of employment screening and other employment requirements.

Diversity

Wide Bay Hospital and Health Service is an equal opportunity employer that embraces diversity and is committed to eliminating discrimination.

We strive to provide a supportive and inclusive work environment in which all our employees are valued and empowered. We recognise the positive impact, innovation and opportunity that different perspectives, experiences, beliefs, cultures and ideas bring to the workplace. Our diversity and inclusion efforts will focus on:

- People with disability and people from other disadvantaged groups
- People who identify as being of Aboriginal or Torres Strait Island descent
- Women
- People from culturally and linguistic backgrounds

Salary Packaging

To find out whether or not your work unit is eligible for the Public Hospital Fringe Benefits Tax (FBT) Exemption Cap please refer to the Salary Packaging Information Booklet for Queensland Health employees available from the Queensland Health Salary Packaging Bureau Service Provider – RemServ at <http://www.remserve.com.au>. For further queries regarding salary packaging RemServ's Customer Care Centre may be contacted via telephone on 1300 30 40 10.

Disclosure of Previous Employment as a Lobbyist

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:

https://www.forgov.qld.gov.au/_data/assets/pdf_file/0033/185919/lobbyist-disclosure-policy_0.pdf

Probation

Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2 [HR Policy B2 - Probation \(health.qld.gov.au\)](http://www.health.qld.gov.au)

No Smoking Policy

From 1 January 2015, it is against the law to smoke at all public and private health facilities, and for five metres beyond their boundaries. These laws include all staff and patient residential areas on healthcare facility land.

Privacy Notice

Personal information collected by Wide Bay Hospital and Health Service (WBHHS) is handled in accordance with the *Information Privacy Act 2009*. All personal information collected will be securely stored and will not be disclosed to other third parties without consent. For information about how WBHHS protects your personal information, or to learn about your right to access your own personal information, please see www.health.qld.gov.au



WBHHS may use applicant details to provide promotional information about job opportunities and organisational updates relating to WBHHS. Applicants can unsubscribe from these communications at any time by emailing: Recruitment-Wide-Bay@health.qld.gov.au

Values in Action – what our values mean for you:

 <p>Collaboration</p>	<p>Team mindset, one service. Be kind and supportive of one another, band together – “have each other’s back”, contribute to a safe learning environment that increases capability and to make recommendations, however small, to improve.</p>
 <p>Accountability</p>	<p>Hold ourselves accountable to higher standards, take personal responsibility, have a “can-do” attitude, strive to exceed expectations. Recognise risks and speak out to ensure safety for all.</p>
 <p>Respect</p>	<p>To treat all as you would wish to be treated yourself, to recognise and value diversity, to actively listen to other’s opinions and to speak with consideration of others in mind.</p>
 <p>Excellence</p>	<p>From appearance to communication, consistently upholding higher levels of professionalism, demonstrating dedication, making a positive difference and striving to be the best in all that we do.</p>
 <p>Through patients’ eyes</p>	<p>Ensuring all that we do is focused on the patient and that we treat everyone equitably, with empathy, compassion and dignity, as you would a loved one.</p>

Vision for the public service

To be a government of the 21st century, one government that is connected and working together to deliver smarter, simpler outcomes that are responsive to the needs of Queenslanders now and for the future. We will create opportunities in partnership that are all about positive outcomes rather than just service delivery and regulation.

To enable this vision, the Queensland Public Service (QPS) is transforming from a compliance focus to a more values-led way of working. The five values statements underpin behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.

<https://www.forgov.qld.gov.au/our-values>



TASK ANALYSIS

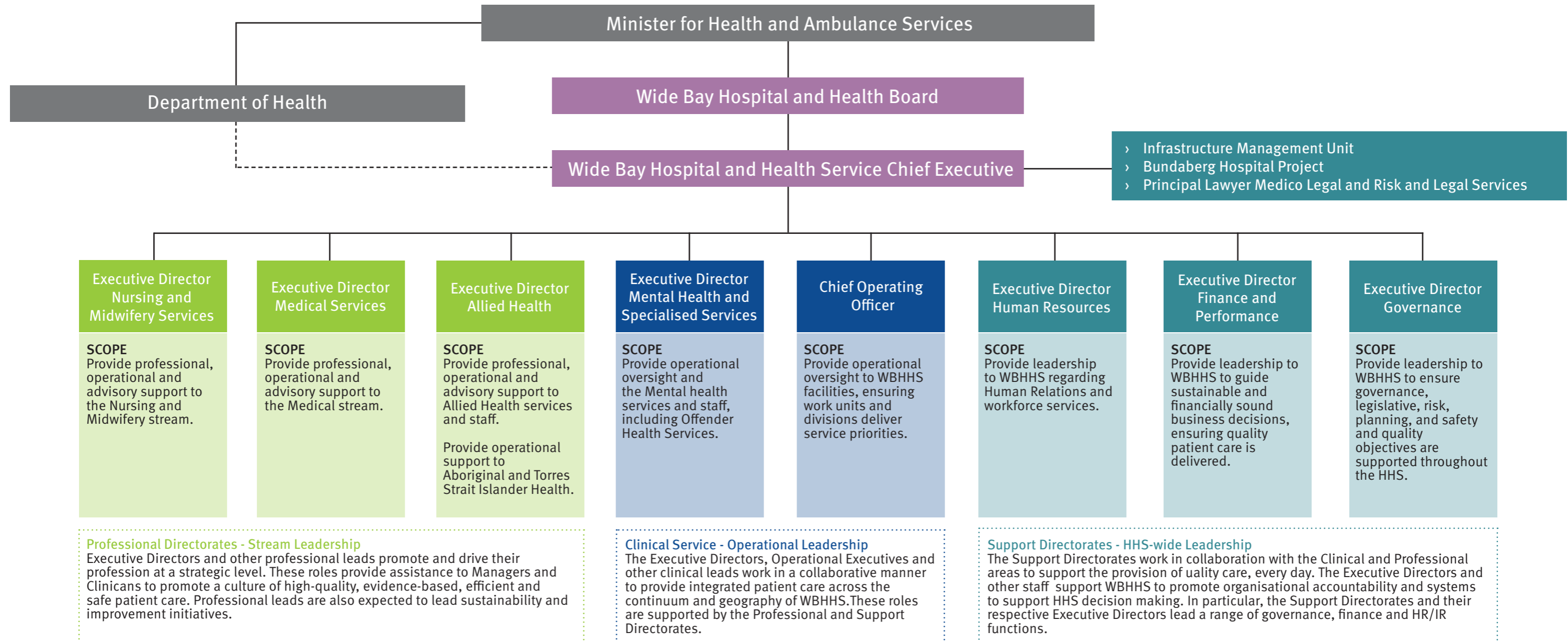
Position: Catering.						
Position Description: Perform Catering duties for the Wide Bay Hospital Health Service.						
Shifts/Breaks: 8 hour shifts. Various start and finish times. Breaks as per award.						
PPE/Uniform: Closed-in shoes, supplied uniform. PPE is task dependent (e.g. gloves, hair nets).						

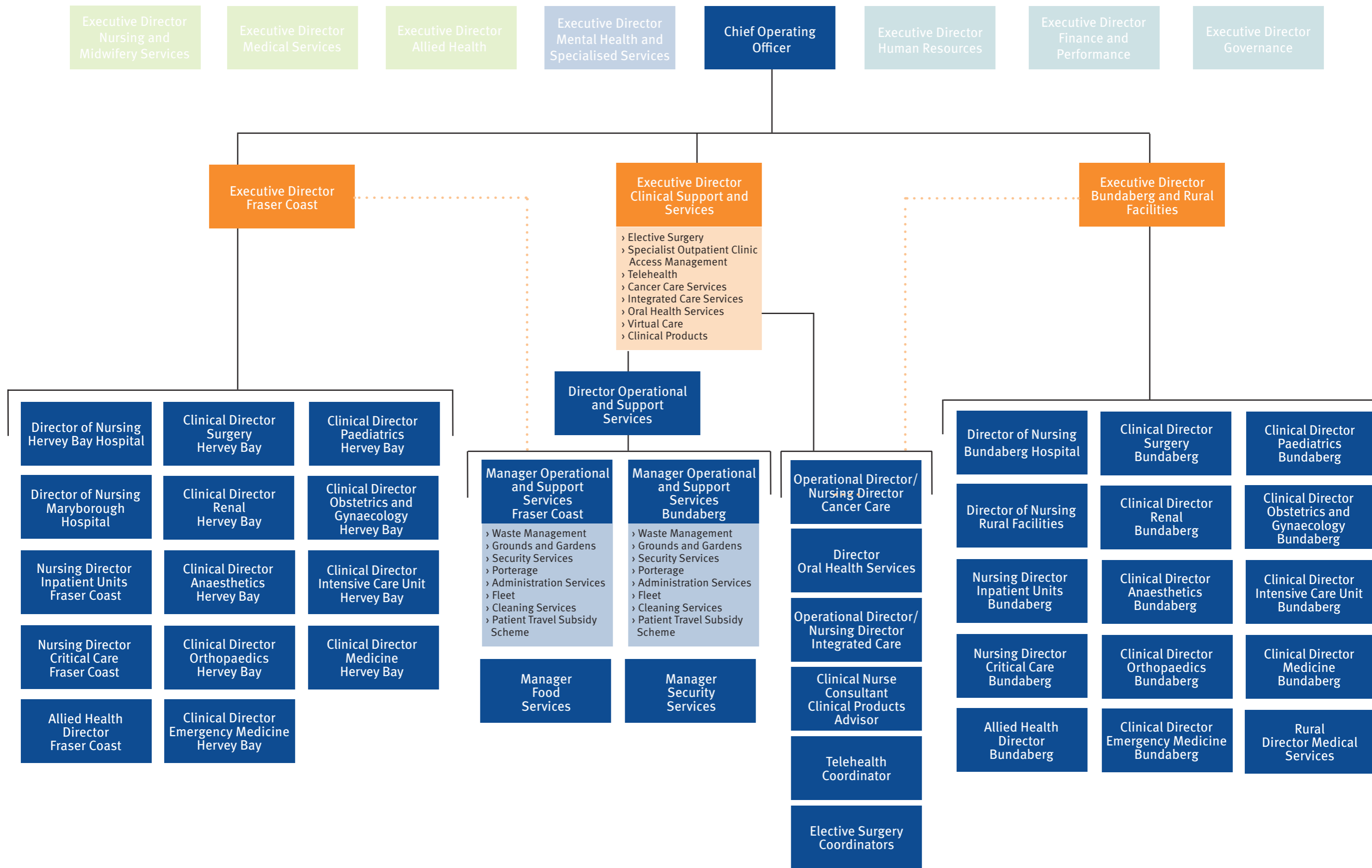
LEGEND	RARE (1-5%)	OCCASIONAL (6% - 33%)	FREQUENT (34% - 66%)	CONSTANT 67% - 100%	REPETITIVE	NOT REQUIRED
	1 – 24min	25min – 2hr 38min	2hr 39min – 5hr 15min	5hr 16min - 8hr	Task is performed numerous times using the same body movements	Posture not required for task. Cell left blank.

FUNCTIONAL DEMANDS						PHOTO SUMMARY	
POSTURAL TOLERANCES	R	O	F	C	Rep		
Standing				X			
Walking				X			
Sitting		X					
Lying							
Forward bent posture			X				
Forward reach				X	X		
Overhead reach	X						
Squatting / kneeling		X					
Static neck postures							
Dynamic neck movement							
Crawling							
Stair climbing	X						
Ladder climbing							
Other climbing							
Trunk twisting							
Hand grip and dexterity				X	X		
Foot movement							
WEIGHTED TOLERANCES							
Floor to Waist Lifting	Up to 20kg		Up to 3kg				
Waist to Shoulder Lifting	Up to 10kg	Up to 2kg					
Overhead Lifting		Up to 2kg					
Carrying	Up to 20kg		Up to 3kg				
Pushing				X			
Pulling				X			
ENVIRONMENTAL FACTORS							
Inhalable Dust							
Noise Levels >85 dBa	X						
Hand/Arm Vibration							
Whole Body Vibration							
Hazardous/biological substances		X					
Cognitive factors (e.g. work pressure, nightshift work, time constraints).	X						

**ADDITIONAL INFORMATION**

- Lifting to waist height of up to approx. 20kg - stores and kitchen stock such as milk crates, heavy vegetables, dry goods, and cleaning chemicals (up to ~20kg). Food trays weigh approx. 3kg when fully laden.
- Lifting to shoulder height of up to approx. 10kg - stores and kitchen stock such as vegetables, dry goods, and cleaning chemicals (up to ~10kg), empty food trays (lifted to drying rack).
- Lifting overhead of up to approx. 2kg - empty food trays (lifted to drying rack) (up to ~2kg).
- Carrying of up to approx. 20kg - stores and kitchen stock such as milk crates, heavy vegetables, dry goods, and cleaning chemicals (up to ~20kg). Food trays weigh approx. 3kg when fully laden.
- Pushing/pulling - food delivery trolley, stock trolleys, stirring pots, placing items in ovens, cleaning (scrubbing) equipment.
- Hand grip and dexterity can be repetitive. Dexterity is required when performing paperwork (writing) and preparing food (e.g. sandwiches). Bilateral grip is required when manoeuvring food delivery trolley, cleaning equipment, cooking, preparing food, and for all other manual handling tasks (lifting, pushing and pulling, etc.). Meal preparation requires repetitive hand use.
- Potential exposure to noise from catering activities.
- Potential exposure to hazardous or biological substances such as kitchen equipment (sharp objects, heat, etc.), chemicals, bodily fluids etc.
- May be exposed to cognitive factors including work pressure and time constraints.





***Note**

The positions of Director Integrated Care and Operational Director Cancer Care can be flexibly filled by individuals from either the Nursing or Allied Health disciplines. These positions would then report professionally to the appropriate Executive - either the Executive Director Nursing and Midwifery Services or the Executive Director Allied Health.

The Manager Operational and Support Services positions are line managed by the Director Operational and Support Services, and also have an operational relationship with the Executive Director Facilities positions.