

POSITION SPECIFICATIONS

Position Title:	Hospitality Services Assistant - Catering
Job Type:	Casual
Region:	Mackay, Queensland
Facility:	Mater Private Hospital Mackay
Closing Date:	Open until filled
Salary:	Level 1 Hospitality employee MH&ACCQL – Hospitality and Services – Enterprise Agreement 2014-2016 Currently attracting a minimum hourly rate range of \$28.02 - \$31.84 + allowances
Reporting to:	Catering Coordinator

ENQUIRIES CONTACT

Enquiry Contact: Lisa Garz, Catering Coordinator
Telephone: 07 4965 5819
Email: Lisa.Garz@mater.org.au

Position Statement: The Hospitality Services Assistant – Catering is responsible for performing a variety of tasks which includes preparation, service, clean up, and delivery of food products in support of Hospital food and catering service operations. The Hospitality Services Assistant - Catering has a passion for great food service whilst being customer and safety focused.

A full **Position Description** is available following these specifications.

Apply: To apply please return to where the vacancy is listed and click “apply online” which will direct you to SEEK.

OTHER INFORMATION:

- The role will mostly involve food preparation duties and we are seeking a candidate that is well organised and has a passion for food presentation;
- This role is fast paced and physical in nature and will require standing for long periods of time;
- Candidates must be flexible with shifts and have the ability to cover shifts on a 7-day roster;
- Must be able to work in a team environment;
- Must have experience in the provision of exceptional customer service;
- Must have knowledge of current food hygiene principles, practices and legislation;
- Basic food preparation knowledge and experience is essential;
- Experience in a comparable role is desired;
- Certificate II in Hospitality (Kitchen Operations) or equivalent thereof is desired but not essential.
- Must have reliable transportation.
- Candidates must be Australian Citizens or Australian Permanent Residents to apply.

POSITION DESCRIPTION

Position Title: Hospitality Services Assistant - Catering	Agreement: Mercy Health and Aged Care Central Queensland Limited – Hospitality and Services - Enterprise Agreement 2014-2016		
Location: Mater Private Hospital Mackay	Classification: Level 1		
Approved by: Executive Officer	Reports to: Housekeeping Coordinator		
Original Date: 05/04	Revision No: 2.0	Revision Date: 09/15	Page 1 of 2 Page/s

1.0 Mater Misericordiae Limited Mission and Values:

The Housekeeping Assistant will undertake a commitment to Mater Misericordiae Limited ("MML") Mission, Philosophy and Objectives, and endeavour to promote the organisation's ethos and values in all actions and activities related to their position

2.0 Position Statement:

The Catering Assistant is responsible for performing a variety of tasks which includes preparation, service, clean up, and delivery of food products in support of Hospital food and catering service operations.

3.0 Key Effectiveness Areas

- 3.01 Mission and Values
- 3.02 Catering Services
- 3.03 Other Responsibilities

4.0 Key Position Responsibilities

4.1 Mission and Values

- Promote the Mission and Values of Mater Misericordiae Limited;
- Participate in Mercy celebration and traditions;
- Attend mandatory Mission Inservice;
- Adhere to Pocketbook of Excellence and Integrity in the Workplace Standards.

4.2 Catering Services

- Assist with the preparation, assembly and delivery of patient meals, morning and afternoon teas and suppers;
- Prepare and handle food utilising good personal hygiene practices and keep all food preparation areas clean;
- Ensure all food and stock is stored in accordance with food safety guidelines and Hospital policy and procedure;
- Ensure all dishes and utensils are cleaned and stored according to appropriate procedure;
- Work on the tray assembly lines when required;
- Prepare and clean up function rooms as required;
- Assist and work in the Cafeteria as required;
- Accept, respond and direct telephone requests for food and beverages as soon as possible;

- As required, assist in the implementation of all normal and therapeutic diets in accordance with patients food preferences;
- Orientate employees to the catering areas and practices of the food services as required;
- Ensure all equipment is utilised in accordance with manufacturer requirements and faults are reported in a timely manner.

4.3 Other Responsibilities

- Accept, adhere and promote Workplace Health and Safety requirements, appropriate standards and risk management guidelines to ensure health and safety obligations are met to maintain a safe working environment;
- Participate in meetings and forums as required;
- Foster a cooperative work environment and maintain open communication through effective interpersonal skills and appropriate forums;
- Participate in and recommend quality activities aiming to improve work practices to exceed customer expectations;
- Participate in in-service programmes to assist in professional development and to satisfy the objectives of the organisation;
- Accept individual responsibility and accountability for own performance and professional development;
- Accept and adhere to all policies and procedures of MH&ACCQL and the Hospital;
- Undertake other duties/ responsibilities as directed by the Catering Services Coordinator or other designated authority(s).

5.0 Qualifications and Experience

5.1 Essential

- 5.1.1 Knowledge of current food hygiene principles, practices and legislation;
- 5.1.2 Basic food preparation knowledge and experience.

5.2 Desired

- 5.2.1 Experience in a health care or hotel services environment;
- 5.2.2 Food Hygiene certificate for the Health and Community Services Industry;
- 5.2.3 Certificate II in Hospitality (Kitchen Operations) or equivalent thereof.