

Position Description

Title	Menu Monitor
Department	Food Services
Classification	Food Monitor (GS6)
Agreement	Health and Allied Services, Managers and Administrative Workers Salary Circular 2021-2025
Responsible to	Manager Nutrition Department and Food Services

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the department/unit

The Food Services Department is dedicated to providing the best possible food service delivery to our patients. Our objective is to ensure that our food is safe, nutritionally sound and that all patients' food and dietary requirements are met regardless of race, religion or dietary preference.

Position purpose

The purpose of the Food Services Menu Monitor position is to

- Coordinate all menu collection, data entry and related activities in cooperation with Austin Health and ISS to ensure that our patients receive the highest quality food service possible.
- Contribute to the hospital's food safety and quality programs to ensure that all meals meet required food safety and quality standards.

Key responsibilities

Coordination of patient menu choices:

- Liaise with nursing and midwifery staff to ensure that patient meal orders are updated in a timely manner
- Print and distribute menus
- Ensure that patient menus are collected and entered into Chefmax prior to finalization cut off times.
- Ensure prompt transfer of Chefmax and related data to Austin Health by required cut-off times within your shift
- Liaise with dietitians to ensure that all special diet requirements are provided for
- Liaise with Austin Health and/or the agreed provider (Frances Perry House or Zouki) with regard to special orders
- Provide PSAs with up to date patient/diet lists prior to each meal service
- Supervise allocated meal service to ensure that all patients receive an appropriate meal
- Provide adequate handover to your work colleague to ensure continuity of patient meal ordering tasks
- Maintain an accurate and up to date Chefmax data base.

Ward food and beverage supply:

- Prepare mid meal snack baskets for collection by PSAs as per your allocated shift
- Replenish milk, bread and food items to ward pantries and Senior Medical Staff Lounge as per allocated shift.

Food safety and quality responsibilities:

- Ensure food safety training requirements are met
- Complete required food safety checks including specified meal temperatures, agreed contingency strategies when required and associated documentation
- Undertake regular meal quality audits as required
- Distribute and collect monthly patient meal satisfaction surveys.

Teamwork and Communication:

- It is the responsibility of all members of the Food Services team to ensure appropriate communication for an effective and efficient patient food service.
- You will support other team members to ensure the smooth running of the department and a functional team relationship.

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Rostering and availability for designated shifts:

- Your shifts may vary between early (0630-1500) or late (1030-1900) and will include weekend and week days
- You are expected to be available for your allocated shifts unless there is a reasonable exception
- You will be asked to pick up additional shifts to cover staff leave from time to time. It is expected that you will try to meet these requests when possible and practical to do so.

Other Responsibilities:

- You are expected to contribute to the achievement of shared departmental goals and special projects as required

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

- Food service experience in Health and or Hospitality
- Flexibility in working hours
- Intermediate level computer skills including ability to manage word documents, excel spreadsheets and email
- Ability to empathize and understand the needs of patients from diverse social, religious and cultural backgrounds
- Ability to communicate effectively with patients, staff and external suppliers
- Ability to work without supervision as well as part of a team.
- Ability to use initiative and develop strategies to cope with challenging situations eg changes in patient meal requirements, shortfall in meals arriving from the Austin etc
- A strong interest in nutrition and its role in hospital food service
- Knowledge of diet therapy relating to the food service role
- Experience in using Chefmax, an electronic menu management system, would be an advantage
- Current Food Safety and Handling training certification will be essential prior to commencement.

Organisational relationships

Internal relationships

- We liaise closely with Nursing and Midwifery staff, Dietitians, our Service Providers (Austin Health and ISS) and our Patients.
- We are assessed annually by Environmental Health Officers on behalf of Melbourne City Council as well as an independent Food Safety Officer to ensure compliance with the Food Safety Program and Food Safety Regulations.

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Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	
Sitting – remaining in a seated position to complete tasks	
Standing – remaining standing without moving about to perform tasks	
Walking – floor type even, vinyl, carpet,	
Lean forward/forward flexion from waist to complete tasks	
Trunk twisting – turning from the waist to complete tasks	
Kneeling – remaining in a kneeling position to complete tasks	
Squatting/crouching – adopting these postures to complete tasks	
Leg/foot movement to operate equipment	
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	
Lifting/carrying – light lifting and carrying less than 5 kilos	
– Moderate lifting and carrying 5 – 10 kilos	
– Heavy lifting and carrying – 10 – 20 kilos.	
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	
– moderate push / pull forces 10 – 20 kg	
– heavy push / pull forces over 20 kg	
Reaching – arm fully extended forward or raised above shoulder	
Head/neck postures – holding head in a position other than neutral (facing forward)	
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	
– Gripping, holding, twisting, clasping with fingers/hands	
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	
Hearing – use of hearing is an integral part of work performance	
Touch – use of touch is integral to most tasks completed each shift	
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	
Problem solving issues associated with clinical and non-clinical care	
Working with distressed people and families	
Dealing with aggressive and uncooperative people	
Dealing with unpredictable behaviour	
Exposure to distressing situations	

Definitions used to quantify frequency of tasks/demands as above

Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

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Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct
- Food Standards Code (national) and Food Act 1984 (Victoria)

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date:

Developed by:

Date of next review: (12 months from now)

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