



## POSITION DESCRIPTION

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**Position Title:** Hospital Assistant  
**Department:** Food Services  
**Location:** War Memorial Hospital  
**Uniting Purpose:** To inspire people, enliven communities & confront injustice  
**Uniting Values:** Imaginative, respectful, compassionate, bold

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**Classification:** Hospital Assistant Grade 2  
**Vaccination risk category:** A  
**Award:** Medically Supervised Injecting Centre (MSIC) and War Memorial Hospital (Waverley) (WMH) Health Service Employees Agreement 2016  
**Employment status:** Casual  
**Hours:** As required – 7 day roster

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**Position reports to:** Hotel Services Manager  
**Position Supervises:** N/A  
**Key relationships:** Food Services Department team members, Environmental Services Department team members, Hotel Service Manager, Nursing & Allied Health Staff, Hospital Management, Support staff, Elizabeth Hunter Lodge Manager, Maintenance staff, Dialysis Team Members

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## POSITION PURPOSE

The Food Services Assistant is responsible for maintaining a hygienic and safe environment, focusing on a high standard of customer service and adherence to the Hospital Food Safety Program. This position assists in providing effective and well managed food service operations to ensure the correct meal, to the correct patient, at the correct time and at the correct temperature within patient care services and a high level of customer service within the retail environment.

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**War Memorial Hospital**  
ABN 78722 539 923  
125 Birrell Street  
Waverley NSW 2024  
T 02 9369 0100  
F 02 9387 7018

## POSITION OBJECTIVES

### Food Services

- Work within the Food Services team to provide a high level of customer service to patients, nursing staff, visitors and allied health professionals through either the patient meal service or Kiosk operations
  - To provide effective and well managed food service operations to meet customer requirements and expectations
  - To follow systems and procedures associated with compliance to the Hospital Food Safety Plan
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## KEY RESPONSIBILITIES

### Financial management & awareness:

- Perform duties demonstrating efficient use of hospital resources
- Supports WMH as a sustainable and environmentally friendly organisation
- Accurate cash handling skills (Kiosk operations)
- Accurate use of EFTPOS unit

### Operational processes:

- To work safely and in accordance with Uniting and NSW Health policies and procedures
- Participate and comply with all Quality Management systems and processes

### Food Services

- Responsible for assembly of patient meals, mid-meals and preparation of food items
- Distribution and collection of meals and mid-meals to ward areas, in a friendly and efficient manner notifying relevant personnel of issues regarding service to patients
- Ware washing of patient meal service items and utensils
- Application and adherence to the Hospital Food Safety Program, including completion of documentation
- Assistance with Special Function preparation/set up/collection as directed
- Preparation and service of food and beverage items within a retail setting

### Client management & engagement (internal & external stakeholders):

- Provide a high level of customer service within the hospital and retail settings
- Service of meals and mid-meals to patients, ensuring special dietary requirements are met
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders

### People management & teamwork:

- Communicate with Hotel Services Manager regarding issues related to Food Services
- Attend Food Service staff meetings, or verify that minutes of meeting have been read and understood
- Participate in team based activities as required
- Actively engage and participate in performance management framework and review processes

- Completion of all assigned and mandatory training requirements
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## KEY PERFORMANCE INDICATORS

### Financial management & awareness:

- Efficient use and care of resources provided
- Kiosk daily takings tally with end of shift register readings
- Identifies opportunities for service improvement or cost efficiencies

### Operational processes:

- Patient meal and mid-meal requirements are delivered in a timely manner, with the correct meal to the correct patient at the correct time and at the correct temperature
- Ware washing is completed within appropriate timeframes, to required standard and within food safety guidelines
- Food safety and quality control documentation is accurate and up to date
- Special Function requirements are prepared within set timeframes and to agreed standards
- Maintenance of a safe, clean and hygienic work area at all times

### Client management & engagement (internal & external stakeholders):

- Communicates directly with patients, visitors and staff relating to meal service
- Patients with special dietary requirements are catered for appropriately and accurately
- All duties are performed in a timely, safe and courteous manner

### People management & teamwork:

- Patient/Client related issues are communicated to the Hotel Services Manager or Unit based staff
  - Issues relating to Food Services are reported to the Hotel Services Manager
  - Active involvement and engagement in team based activities and review processes
  - Fosters productive and healthy work environment within local department and cross the campus
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### Work Health and Safety Requirements:

- 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.
- Comply with reasonable instructions that are provided for the safety of you and others at the workplace.

### Quality and Safety Requirements:

Staff work within, and are supported by, well-designed systems to deliver safe, high-quality clinical care. Staff are responsible for the safety and quality of their own professional practice, and professional codes of conduct. Staff will:

- Actively take part in the development of an organisational culture that enables, and gives priority to, patient safety and quality
- Actively communicate their profession’s commitment to the delivery of safe, high-quality health care
- Model professional conduct that is consistent with a commitment to safety and quality at all times
- Embrace opportunities to learn about safety and quality theory and systems
- Embrace opportunities to take part in the management of clinical services
- Encourage, mentor and guide colleagues in the delivery of safe, high-quality care
- Take part in all aspects of the development, implementation, evaluation and monitoring of governance processes

## PROFESSIONAL SKILLS AND KNOWLEDGE

### Skills, Experience & Qualifications:

- Demonstrated experience as a Hospital Assistant or similar position within a Food Services area
- Demonstrated knowledge and experience of food safety, handling and hygiene procedures with relevant certificate or willingness to attain same.
- Proven interpersonal, written, electronic and verbal communication skills with the ability to communicate with patients, visitors and other staff across all levels in the Hospital and computer skills relevant to the role and mandatory training requirements
- Demonstrated ability to work well supervised, within a team and also independently following schedules and instructions
- Previous experience or desire to work in an aged care environment
- Knowledge and experience or willingness to learn in a retail food service environment
- Ability and availability to work across a 7 day rotating roster
- Awareness of Work Health Safety and Infection Control principles

<b>Employee Name:</b>		<b>Managers Name:</b>	
<b>Date:</b>		<b>Title</b>	
<b>Signature:</b>		<b>Date:</b>	
		<b>Signature:</b>	

## JOB DEMANDS CHECKLIST

Job Title: Hospital Assistant                      Service/Unit: War Memorial Hospital  
 Department: Food Services                      Manager/Supervisor: Hotel Services Manager  
 Assessor: Hotel Services Manager              Date of Assessment: June 2026  
 Date of Assessment review: June 2028

### Definitions:

★ Denotes a critical requirement of the job

### Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL ★	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks	x					
	<b>Standing</b> Remaining standing without moving about to perform tasks			x			
	<b>Walking</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes					x	
	<b>Running</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes						x
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks			x			
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks			x			
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks		x				
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks		x				
	<b>Crawling</b> Moving by crawling on knees & hands to perform tasks						x
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	x					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding			x			
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg					
		Moderate lifting & carrying – 10 – 15kg					
		Heavy lifting & carrying – 16kg and above					
	<b>Reaching</b> Arms fully extended forward or raised above shoulder		x				
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body			x			
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)	x					
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms			x			
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands		x				
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work	x					
	<b>Driving</b> Operating any motor powered vehicle						x
CRITICAL ★	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A

	<b>Sight</b> Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen				x		
	<b>Hearing</b> Use of hearing is an integral part of work performance e.g. telephone enquiries				x		
	<b>Smell</b> Use of smell is an integral part of work performance e.g. working with chemicals	x					
	<b>Taste</b> Use of taste is an integral part of work performance e.g. food preparation		x				
	<b>Touch</b> Use of touch is an integral part of work performance				x		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> e.g. emergency or grief situations	x					
	<b>Aggressive &amp; uncooperative people</b> e.g. drug/alcohol, dementia, mental illness	x					
	<b>Unpredictable people</b> e.g. dementia, mental illness and head injuries	x					
	<b>Restraining</b> Involvement in physical containment of patients/clients						x
	<b>Exposure to distressing situations</b> e.g. child abuse, viewing dead/mutilated bodies	x					
CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	x					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures	x					
	<b>Fumes</b> Exposure to noxious or toxic fumes						x
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE		x				
	<b>Hazardous substances</b> e.g. dry chemicals, glues						x
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard	x					
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain	x					
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						x
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C	x					
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						x
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground		x				
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	x					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks	x					
	<b>Biological hazards</b> e.g. exposure to body fluids, bacteria, infectious diseases		x				

**Additional Position Requirements/Demands Summary:** From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: ..... Date: ...../...../20.....

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I am able to fulfil the above requirements without modification.

I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: ..... Date: ...../...../20.....