



POSITION DESCRIPTION

Name:	Gap Year- Support Services
Commencement / Last Date Reviewed:	September 2020
Reviewed By:	Director Education and Research

ORGANISATIONAL STRUCTURE

Position Title	Role / Team	Area	Direct Reports
Gap Year- Support Services	Support Services	Cooperate Services	NIL
Location	Employment Type	Reports To	Professional Accountability
Wangaratta	Part Time- Fixed Term	Food Services Manager	NHW

OUR VISION

To Be Recognised Leaders In Rural Health Care

OUR VALUES

CARING

EXCELLENCE

RESPECT

INTEGRITY

FAIRNESS

POSITION PURPOSE

The role of the Gap Year Employee will be to provide support to Food Services in the areas of customer service, cleaning and hygiene, food preparation, production and distribution of meals for the clients, patients and residents of NHW. Working in a team environment in accordance with the Northeast Health Wangaratta Food Safety Program.

The applicant will be undertaking a gap year in 2021 and can provide evidence of deferment of enrolment prior to commencement of the NHW position. Must be undertaking an undergraduate degree during 2022

RESPONSIBILITIES AND MEASURES OF SUCCESS IN THE ROLE

The following table breaks down the key performance areas of responsibility for the incumbent. Measurements for performance areas will be agreed to with the Reporting Manager

PERFORMANCE AREA	RESPONSIBILITY
Core Role	<ul style="list-style-type: none"> - Customer service in the NHW Coffee shop - Unpack and put away all stores in correct areas. - Other duties as requested by kitchen staff and management.
	KPI <ul style="list-style-type: none"> - Evidence of attendance to team meetings - Work practices that reflect the requirements of the FSP - Cleaning schedules and other monitoring duties up to date and recorded
Employees Obligations- OHS	<ul style="list-style-type: none"> - Participate in the development of a safe and healthy workplace. - Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures. - Co-operate with management in its fulfilment of its legislative obligations. - Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation. - To report any injury, hazard or illness immediately, where practical to their supervisor. - Not place others at risk by any act or omission. - Not wilfully or recklessly interfere with safety equipment



WORKING RELATIONSHIPS

INTERNAL

- NHW Staff Members

EXTERNAL

- Patients and Visitors

SPECIFIC SKILL REQUIREMENTS / QUALIFICATIONS / QUALITIES

Essential

- Provide evidence of deferment of enrolment prior to commencement of the NHW position. Must be undertaking an undergraduate degree during 2022
- Ability to undertake extensive training in WH&S and Fire safety
- Ability to comply with the "Behavioural Outcomes" for this role
- Current Police check
- Current Working with Children check
- Ability to work flexible hours and weekends when required
- Commitment to high levels of Hygiene, cleanliness and customer service

Desirable

- Certificate II or III in Hospitality or equivalent or other food safety qualifications
- Knowledge of Kitchen operations or some qualification related to kitchen operations.

All staff must have and remain current for continued employment the following:

- A current National Police Check (renewed every 3 years)
- A current Working with Children Check (renewed every 5 years)
- Statutory Declaration for applicable workers who have lived overseas



Standards of Behaviour

Above the line Our staff will always:

Below the line Our staff will not:

Caring

Show compassion to all people
Demonstrate empathy and understanding
Work as part of the team
Mentor others
Provide encouragement to others
Care for others the way they would like to be cared for themselves

Be disrespectful
Be self-centered
Have inappropriate conversations with others
Display rudeness

Excellence

Commit to the NHW Hardwiring Excellence expectations
Have the courage to question what we do
Persevere to do the best job they can
Strive continuously to improve
Be professional and enthusiastic
Maintain customer focus

Give up
Demonstrate a 'can't-do' attitude
Accept mediocrity
Be unreliable
Pass the buck
Ignore feedback given by patients or colleagues

Respect

Maintain confidentiality and privacy
Listen to others and accept differences
Be punctual
Respond courteously
Greet all people by saying hello, smiling and introducing themselves
Be culturally informed and sensitive
Respect diverse opinions

Be sarcastic
Bully, harass or display aggression
Be judgmental
Withhold information
Contribute to rumours
Leave an untidy workplace

Integrity

Be open and honest
Lead by example
Be responsible and accountable for their own actions
Stand up and take action
Escalate issues or behaviors of concern

Be arrogant
Be dishonest
Be hypocritical
Avoid responsibility
Allow unacceptable behavior

Fairness

Demonstrate consistency
Treat people equally
Be considerate and understanding
Be collaborative and collegial

Discriminate against others
Demonstrate favoritism and exclusion
Refuse to assist others with their workload

Received By Employee

Name: _____

Date: _____