

Position Description

Position Title	Food and Domestic Assistant
Position Number	30026800/30025398
Division	Community and Continuing Care
Department	Environmental Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Food and Domestic Assist G1 – G2
Classification Code	IN13 – IN14
Reports to	Manager - Environmental Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • National Disability Insurance Scheme (NDIS) Check • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

As a Food and Domestic Assistant, the role involves supporting kitchen operations through food preparation, meal plating, and maintaining cleanliness in kitchen areas. It also includes managing laundry tasks, ensuring proper use of cleaning chemicals, and maintaining a safe and hygienic environment. The position requires assisting with meal delivery, adhering to food safety guidelines, and ensuring residents' nutritional needs are met. The assistant will also be responsible for reporting maintenance issues, participating in staff training, and ensuring compliance with relevant health and safety regulations and Aged Care standards.

Responsibilities and Accountabilities

Key Responsibilities

- Undertake the full range of cleaning and kitchen assistant services, including food preparation, meal plating and serving, cleaning and mopping of the kitchen areas and washing of dishes in industrial dishwasher.
- Undertake personal laundry duties, including cleaning, drying, folding, and labelling.
- Undertake facility cleaning, including correct use of chemicals and maintain a clean and safe working environment.
- Undertake a full range of service delivery activities including the delivery of meal trolleys when required
- Report maintenance requirement of the home to support a safe working environment for yourself and others
- Maintain adequate stores, checking FIFO and rotation of stock for food services to be provided safely.
- Ensure compliance with the Food Safety Program, including cleaning and food safety documentation
- Implement and comply with the policies and procedures of the Food Services Department.
- Liaise, assist and support ward staff, customers and peers.
- Ensure nutritional and dietary requirements are met and appropriate standards are maintained.
- Ensure compliance with BHCG risk management policy and guidelines.
- To promote the Bendigo Health Care Group within, and external to the organisation.
- To communicate effectively within and external to Bendigo Health Care Group.
- To promote practices, which comply with the policies and procedures of BHCG and actively participate in the maintenance of relevant policies and procedures to ensure best practice.
- To participate in service development as required.
- To participate in team/departmental meetings and other organisational meetings as required
- To participate in staff development and training as required (including annual mandatory training in fire/emergency, 'no lift', cardio-pulmonary resuscitation & infection control), and maintain a personal record of activities completed.
- To contribute to the collection of relevant clinical data

- Residential services specific activities
- To ensure a current understanding of contemporary issues and practices affecting the holistic management of residents (i.e., complex physical needs of residents, managing behaviours relating to dementia/depression, younger people with acquired brain injuries).
- To maintain a current knowledge of the documentation required for Aged Care and ensure their implementation to optimise resident outcomes.
- To maintain a practical working knowledge of Aged Care legislation inclusive of the Aged Care Quality Standards
- You are required to notify your employer and document all incidents of alleged or suspected assaults (including unreasonable use of force and unlawful sexual contact) so that the appropriate response can be undertaken to ensure the health, safety and wellbeing of residents, and to meet record keeping responsibilities under the Act.
- The law also requires staff to report missing residents in certain circumstances so Bendigo Health can respond in line with legislation.

Key Selection Criteria

Essential

1. Basic Food Handlers Certificate
2. Demonstrated experience in food services, cleaning and laundry services
3. Proven ability to meet deadlines goals/objectives
4. Sound appreciation of key concepts of food safety principles, occupational health & safety principles and quality assurance
5. Ability to operate in an environment of change
6. Ability to work independently and in a team environment
7. A personal approach which is positive, enthusiastic, friendly and helpful
8. A willingness and ability to learn
9. Ability to give excellent customer service to both internal and external customers

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.

- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.