



## Position Description

<b>Position title:</b>	Food Services Supervisor	<b>Date:</b>	March 2023
<b>Reports to:</b>	Service Operations Coordinator	<b>Department:</b>	Food Services
<b>Number of reports:</b>	Direct: Total (include indirect): 15	<b>Location:</b>	
<b>Delegated financial authority:</b>	Nil	<b>Budget ownership:</b>	Yes/No
<b>Level of influence:</b>	Leading others		

## Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
<b>To help people live their best lives by reimagining healthcare.</b>	<b>To advance the provision of quality healthcare in Aotearoa New Zealand.</b>

## Values and Behaviours

**Teamwork:** We will work together because we know that a strong team will always outperform strong individuals.

**Responsibility:** We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

**Respect:** We will act fairly in a culture of mutual trust and respect.

**Aspiration:** We will aspire to be the best we can be. We will recognise and celebrate success.

## Role Purpose

To supervise the daily operations of the hospitals front of house and food services delivery, including supporting the selection, scheduling, development and performance management of employees

In addition, support the inventory and ordering of food and supplies. Optimize services standards and drive efficiencies and ensure that patients and guests are satisfied with their dining experience.

## Key Relationships

### Internal

- Support Services Manager
- Clinical Staff
- Administration Staff
- Food service Coordinator - Sous Chef

### External

## Key Accountabilities

### Food Preparation

- Assist with food purchasing, preparation and serving in compliance with The Food Regulation 2015- Food Control Plan as required
- Assist with the management and monitoring of Food Safety Programme
- Enforce practices for food handling, general cleanliness, and maintenance of kitchen and café areas. Ensure compliance with operational standards, company policies, and outside compliance
- Demonstrates good standards of storage, handling, preparation and serving of food
- Meal and tray presentation meets the required standards and meals are delivered in a timely manner to meet the customers needs

### Business Practice

- Contributes to the delivery of quality, cost-effective food services
- Ordering is done through preferred suppliers
- Purchasing of food supplies complies with the purchasing policy of Southern Cross

- Adhere to company and legislative standards and service levels to increase quality and minimize costs, including food, supply, utility and maintenance costs

#### **Leadership and Management**

- Maintain professional image, including cleanliness, proper uniforms, and appearance standards for both themselves and their team
- Supervise shifts that include: daily decision-making, scheduling, and planning while upholding standards, product quality and cleanliness
- Maintain an accurate and up-to-date plan of staffing needs. Support the preparation of schedules and ensure that the areas are staffed for all shifts
- Maintains a working relationship with all company employees to foster and promote a cooperative and harmonious working climate, which will be conducive to maximum employee morale, productivity and efficiency/effectiveness
- Performs other duties and responsibilities as required or requested

#### **Customer Service**

- Participates in customer service training
- Demonstrates customer service skills
- Implement, as appropriate, changes as a result of customer feedback

#### **Cleaning**

- Maintains a high standard of cleaning within the food services areas including servery, café and ward kitchenets as per cleaning schedules
- Appropriate use of approved cleaning products for each type of task
- Appropriate removal of waste materials
- All cleaning meets with Infection Control Standards

#### **Equipment**

- Ensure safe operating procedure of all kitchen appliances
- Immediate reporting of appliance faults
- Maintenance of a safe working environment
- Appropriate maintenance of all equipment and appliances used
- Appropriate protective equipment is worn when required

#### **Personal Development Education**

- Ensure all new service staff have appropriate training
- Be responsible for one's own ongoing educational and skill development
- Participation in and utilisation of in-service educational sessions
- Actively participate as a member of the hospital team
- Have training in safe food production/handling in accordance with the Food Hygiene Standards
- Coordinate orientation to be attended and meetings, and oversee the training of new employees

#### **Quality and Risk**

- Patient survey results are appropriately acted on as directed
- All quality controls are carried out as per schedule
- Ensure that the hospital's policies and standards are known and appropriately applied
- Ongoing involvement and participation in total quality and risk management
- Recognise current hazards and identify and report new hazards
- Incident reporting follows the correct procedures

### **Health, Safety and Wellbeing**

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities.
- Actively participate where improvements to health and safety at SCHL can be made.

### **Commitment to the principles of Te Tiriti o Waitangi**

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

### **Commitment to Diversity, Equity and Inclusion (DEI)**

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

### **Commitment to Environment, Social and Governance (ESG)**

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

### **Role Requirements**

#### **Experience and skills required:**

- Previous commercial cooking / kitchen experience (2-5 years)
- Previous experience running a professional kitchen and managing staff (2-5 years)

#### **Education and qualifications required:**

- Recognised cooking qualification
- Qualification in Food Safety and be able to meet legislative standards

### **Leadership Attributes**

#### **Human Centred Leadership**

- Empathy
- Adaptability
- Connection

#### **Performance Coach**

- Accountability
- Engagement
- Collaboration

#### **Change Enabler**

- Execution
- Energy
- Contribution