

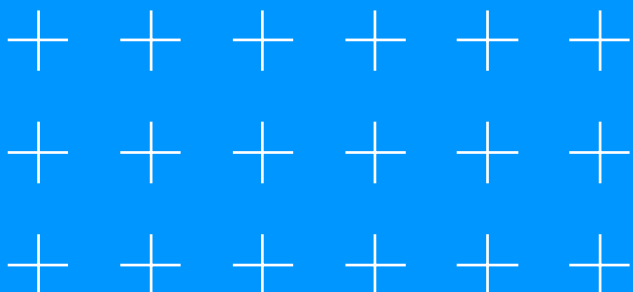


**The Royal  
Melbourne  
Hospital**

# Advancing health for everyone, everyday.

**Could this be you?**

**Join The Royal  
Melbourne  
Hospital Team**



**Position Description**

**Food Services Officer – Royal Park  
Campus**



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## THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

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## OUR VISION

# Advancing health for everyone, every day.

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## THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

### People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

### Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

### Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

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## OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**





• Key ACCOUNTABILITIES

- Oversee on floor management of all daily rethermalisation, plating and distribution functions
- Co-ordinate and monitor in conjunction with Unit Manager on quality issues like quality control and hygiene standards
- Take reasonable care for your safety and wellbeing and that of others.
- Oversee Occupational Health and Safety issues as requested including risk reporting, risk mitigation and return to work programs where appropriate.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Demonstrate the Melbourne Way
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in relevant work areas.
- Respect that the RMH is a smoke-free environment.
- Ongoing commitment to Quality Improvement
- Follow quality practices of safe food handling and ensure cook chill guidelines are adhered to
- Ensure all work is conducted in a safe manner in line with Melbourne Health Occupation Health & Safety guidelines and procedures.
- Issue goods and stores to hospital departments via the approved requisition process as well as delivering of goods and stores to hospital departments as required.
- Process orders and invoices through the electronic platforms.
- Complete Finance reports as required
- Follow up any customers complaints and document when directed by the Unit Manager.
- Ensure food recalls are correctly recorded in line with the food safety plan.
- Provide regular on the job training when requested
- Provide staff induction when requested
- Carry out appropriate disciplinary action when directed by the Unit Manager
- Participate in the selection of new team members.
- Ensure that sufficient staff are rostered on at all times
- Oversee daily food monitoring duties
- Assist with preparation of payroll; perform quality assurance activities and reports on a daily basis as directed.
- Organizational and individual commitment to patient focus and continuum of care
- Demonstrate commitment to organisational and quality improvements.
- Perform other duties as required.

**KEY RELATIONSHIPS**

Internal

- Food Services Unit Manager
- Food Services Supervisors
- Food Service Assistants
- All RMH departments personnel

External

- Suppliers
- Patients & Relatives





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### AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

### OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
  - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
  - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
  - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
  - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
  - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

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### ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

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Employee Signature

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Employee Name (please print)

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Date

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