

Position Title: Menu Monitor
Campus: Ballarat
Directorate: Allied Health
Department: Dietetics and Meal Support Services
Reporting to: Deputy Manager Dietetics and Meal Support Services (East)

Appointment Terms/Conditions:

Classification and Code: HS1A: Administration Grade 1A
Enterprise Agreement: Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

Your role is to provide high quality menu monitoring services to our patients and families. As a Menu Monitor you will co-ordinate patients' meal ordering, including ensuring all patients have a diet code assigned, assisting patients with menu selections and helping to educate patients on the use of the CBORD meal ordering app. You will be expected to work with various workloads as part of the Menu Monitor role across both the Acute and Sub-Acute sites of Grampians Health Ballarat; these being menu monitoring on the acute and sub-acute wards, diet kitchen responsibilities and as a trolley runner. You will also support the Dietetic and Catering teams to enhance communication, team building and excellence within the Meal Support Services team. You will be accountable to the Senior Menu Monitor (Supervisor) concerning your daily operations. This position will include weekend work.

KEY ACCOUNTABILITIES

1. Service

a. Provide menu collection service

- i. Ensure all patients are given the opportunity to choose their menu items from the existing and supplemental menus where possible.
- ii. Use tablet computer devices to order menu choices
- iii. Assist to educate patients on the use of the CBORD patient meal ordering app.
- iv. Ensure patients special dietary needs are ordered accurately
- v. Ensure the smooth transition of clients through the health care system, liaising with relevant staff to ensure continuity of food choice for individual patients
- vi. Ensure GH policy on patient confidentiality is maintained
- vii. Attendance at team meetings for MSS.
- viii. Ability to undertake the various caseloads as described in the Position Purpose above, these being Menu Monitoring, Diet Kitchen responsibilities, and working as a Trolley Runner.

b. Ensure the ongoing ability to provide clinical excellence the Menu Monitor will:

- i. Participate and fulfil requirements of Allied Health and MSS specific orientation, induction and performance review programs
- ii. Engage in and support quality improvement in Meal Support Services
- iii. Ensuring all patients have a diet code in IBA and meals ordered as appropriate
- iv. Ensuring communication between MSS staff and dietitians re: patient care
- v. Form working relationships with MSS, Dietetics, Catering and Environmental team members.

c. Communication

The Menu Monitor will maintain effective oral and written communication at all levels

- i. Active and collaborative participation in the regular MSS meetings as evidenced by attendance records and peer review feedback at annual performance review
- ii. Maintain effective communication within GH and with other service groups within GH as evidenced via structured feedback such as peer feedback.
- iii. Communication with Senior Menu Monitor (Supervisor) and Deputy Manager Dietetics and Meal Support Services (East) in relation to service issues.

d. Information Management

- i. The Menu Monitor will ensure information is managed in line with organisational and service standards
- ii. Develop and maintain competency in use of required GH programs for use in the role.

e. Human Resource Management

In liaison with the Deputy Manager Dietetics and Meal Support Services, the Menu Monitor will participate in workforce maintenance and development.

- i. Participate in discussion regarding staffing requirements
- ii. Participation in the orientation, induction, supervision and education of new staff (including work experience students) and other GH personnel as directed
- iii. Participation in GH Performance Development & Review Program.

f. Service Development

The Menu Monitor will participate in the development of services that improve equity in service.

- i. Participation in strategic planning, staff meetings, service development and other relevant forums

g. Governance and Risk Management

The Menu Monitor will demonstrate:

- i. Compliance with all GH Policies and Procedures
- ii. Compliance with the GH Food Safety Program
- iii. Adherence to infection control policies and procedures as identified in the GH Infection Control Manuals
- iv. Participation in the GH integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague
- v. Compliance with mandatory training, including annual food allergy and food safety certifications.
- vi. That the affairs of GH, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of GH.
- vii. Recognition and respect of diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst GH employees.

KEY SELECTION CRITERIA

- Demonstrated exceptional communication skills, with the ability to communicate effectively with other staff, patients and family members.
- Knowledge and experience in special dietary requirements, including therapeutic diets, texture modification and food allergen awareness, or a willingness to learn such.
- Demonstrated attributes of empathy and a client-centred focus.
- Ability to work independently and appropriately identify when to seek assistance.
- Ability to cooperate and work well with others.
- Demonstrated flexibility to adapt and prioritise within a busy and dynamic working environment.
- Ability to monitor, evaluate and modify own performance through reflective practice.
- Hold an accredited certificate in Basic Food Handling (HLTFSE001).
- Previous experience in health or hospitality setting an advantage.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.