

Position Description

Position	Café Assistant
Team / Service	Food Services
Directorate	In-House Services
District	Capital, Coast & Hutt Valley
Responsible to	Kitchen Manager
Children's Act 2014	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
Location	This position is expected to work from Hutt campus

Te Whatu Ora

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o- Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

Mana whakahaere Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.

Mana motuhake Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.

Mana tāngata Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

Mana Māori Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

The Vision, Mission and Values from our District

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

Hutt Valley

Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

Mission

Working together for health and wellbeing.

Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

Capital and Coast

Vision

Keeping our community healthy and well

Mission

Together, Improve the Health and Independence of the People of the District

Value

Manaakitanga – Respect, caring, kindness
Kotahitanga – Connection, unity, equity
Rangatiratanga – Autonomy, integrity, excellence

District Responsibility

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

Team/Service Perspective

The Non Clinical Support & Delivery Division sits within the Finance, Facilities & Business Services Directorate, led by the Director Facilities and Business Services.

Non-Clinical Support and Delivery provides a range of non-clinical support services required to enable the effective and safe delivery of the Districts clinical services. Services include security orderlies, catering, cleaning, administration, coding and clinical records, operational management, fleet management and sustainability.

Purpose of the role

- Provide excellent customer service
- Serve coffee, tea, speciality beverages and food to customers in a busy café environment
- Properly handle and maintain all equipment
- Accurately operate the till and handle cash
- Basic food preparation such as sandwiches and smoothies
- Cleaning and sanitising kitchen equipment
- Carrying out all tasks in a timely manner
- Provide a high level of patient/customer satisfaction through efficient and timely performance of tasks

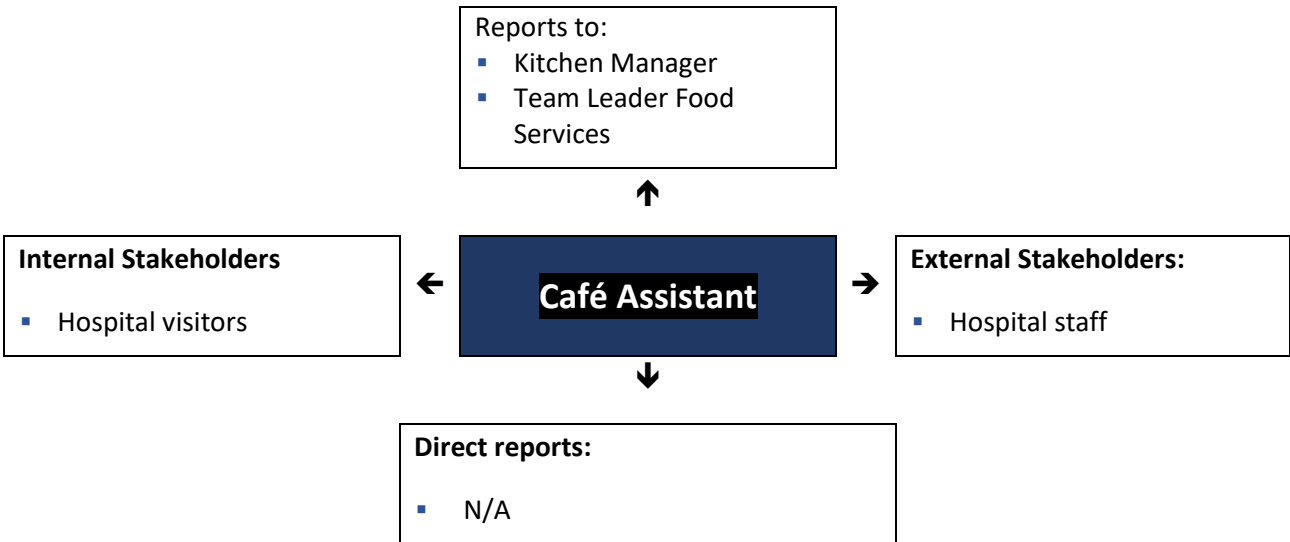
Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Technical outcomes / accountabilities	<ul style="list-style-type: none"> ▪ Provision to ensure consistently high standards and quality customer focused service ▪ Creates and encourages a positive work environment
2. Leadership	<ul style="list-style-type: none"> ▪ Maintain a strict sense of personal ethics, confidentiality and privacy and abides by the code of conduct ▪ Respond to the changing needs of the Hospital, performing other needs as required ▪ Promoted positive working relationships with team members
3. Stakeholder engagement	<ul style="list-style-type: none"> ▪ A partnering approach is implemented to the delivery of services to the DHBs in a way that facilitates and supports shared agenda and objectives.
4. Continuous improvement and innovation	<ul style="list-style-type: none"> ▪ Respond to the changing needs of the DHB, performing other tasks as required
5. Te Tiriti o Waitangi	<ul style="list-style-type: none"> ▪ Champion equality and diversity in the workplace including the Treaty of Waitangi. ▪ Cultural competence is grown across the team, supporting inclusion and partnership.
6. Health & Safety	<ul style="list-style-type: none"> ▪ Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature ▪ Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. ▪ Adhere to the Food Safety Plan as set by MPI e.g. Temperature checks, cleaning tasks, food stored correctly ▪ Maintain a proactive culture of Health & Safety supported by systems.

	<ul style="list-style-type: none"> ▪ Maintain safety for patients by ensuring patient meals are correct and served to a high standard ▪ Adhere to Infection Control Standards and requirements; correct clean uniform, personal hygiene, hand hygiene
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Key Relationships & Authorities



Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Working with others	<ul style="list-style-type: none"> ▪ Encourages those around them ▪ Collaborates to achieve shared goals ▪ Can motivate and empower team members ▪ Is a clear communicator ▪ Maintains two-way dialogue with others ▪ Shares ownership and visibility ▪ Foster good working relationships with all food service and customers
Ethics and Values	<ul style="list-style-type: none"> ▪ Acts in line with DHB values
Time Management	<ul style="list-style-type: none"> ▪ Prioritizes tasks ▪ Can multitask when needed ▪ Problem solves ▪ Can effectively cope with change

Competency	Behaviours
Customer Focus	<ul style="list-style-type: none"> Acts with customers in mind Establishes and maintains effective relationships with customers and staff
Integrity and Trust	<ul style="list-style-type: none"> Trustworthy Reliable and dependable Maintains confidentiality Accountable for self and work
Interpersonal Skills	<ul style="list-style-type: none"> Exercises self-awareness Respectful of others Empathy and understanding of others' perspective, background and actions Clearly communicate ideas that make sense to others Relates well to all people Builds constructive and effective relationships Uses diplomacy and tact Motivated and passionate about working and achieving results
Decision Quality	<ul style="list-style-type: none"> Uses experience and knowledge to make informed decisions Receptive to feedback Understands how to separate and combine tasks into efficient work flow

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Barista training and experience
- Food presentation and basic preparation
- High time pressured environment
- Customer service
- Physically fit

B. Essential Professional Qualifications / Accreditations / Registrations:

- Barista
- Food hygiene

C. Someone well-suited to the role will place a high value on the following:

- Positive and proactive approach to workload
- Able to record and understand written information clearly and accurately
- Flexibility and adaptability
- Able to communicate with a diverse range of people
- Efficient time management and organisational skills
- Completing tasks to a high standard

Ma tini, ma mano, ka rapa te whai
By joining together we will succeed

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

Name _____

Signature _____

Date _____