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| Role: Food Service Assistant (FSA) | | | | |
| Task Description  * Food Service Assistants assist in the kitchen to serve and pack meals. * Throughout the shift, FSA’s are required to move meals on and off trays on trolleys, which are then moved in and out of the fridge/freezers. These trolley shelves range from ground level to above head height, with trays ranging from 1-10kg each. * Meals are sorted into tubs based on date and type - to sort ready for the days/ahead. * FSA are required to check temperature of food to determine when to move between fridges and freezers and when lids can be placed on trays of food once chilled. * FSA serve meals from trays onto plates and then cling wrap plates to place on serving trolleys to be taken away to the rest of the facility or off to other sites. * Surfaces are wiped down between bouts of dishing up meals and any used trays are taken to wash area, food scraps are scraped from trays and cutlery and items are left for assigned FSA to complete dishes. * FSA complete 2 hours of dish washing per shift. This requires scraping off of food scraps, spraying down items, manually cleaning down items, placing of items into pull down dish wash machine and manually drying of items. Items then stacked away on storage racks and shelves (below and above shoulder height). * FSA assist unloading of truck when deliveries arrive.  Modification Options  * Heavier lifting may be partner assisted by other kitchen employees. | | Body Map | | |
| Demands Category | | |
| Physical Demand | | Emotional Demand |
|  | |  |
| Cognitive Demand | | Role Demand |
|  | |  |
|  | | |
| Photos | | | | |
|  |  | |  | |
| Stacking trolley with food trays | Serving dishes | | Checking temperatures | |
|  |  | |  | |
| Wrapping food | Unloading deliveries | | Dishes | |

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| Job Activity | Frequency | | | Comments |
| **O**<33% | **F**33-66% | **C**>66% |
| Physical Demands | | | | |
| Neck movement |  |  | ⚫ | Looking down to bench top and lower trolley shelves. Looking up to high trays on trolley |
| Trunk movement | ⚫ |  |  | Occurs to move trolleys around kitchen, to load / unload trays and assist unpacking deliveries |
| Shoulder movement: above shoulder height | ⚫ |  |  | May occur to access high storage |
| Shoulder movement: below shoulder height |  |  | ⚫ | Access low storage, prepare meals, use utensils |
| Elbow movement |  |  | ⚫ | Occurs when lifting and servicing plates |
| Hand movement |  |  | ⚫ | Occurs when lifting and servicing plates |
| Foot movement |  |  | ⚫ | Occurs when walking around kitchen |
| Standing | ⚫ |  |  | When standing at bench to dish out plates |
| Sitting | Not applicable | | |  |
| Walking |  |  | ⚫ | Occurs to move around kitchen |
| Squatting / kneeling |  | ⚫ |  | When collecting stock from low storage and loading and unloading trays |
| Lifting: |  | ⚫ |  |  |
| Average weight |  | ⚫ |  | May include plates, food items, and trays. |
| Maximum weight: | ⚫ |  |  | May include full trays of food (10kg), stock from delivery (10-15kg boxes to decant). |
| Climbing / stairs | Not applicable | | |  |
| Push / pull |  | ⚫ |  | Push/pull of food trolleys |
| Sensory |  |  | ⚫ | Required to safely work in kitchen area |
| Psychological Demands | | | | |
| Reading comprehension |  | ⚫ |  | To read food orders/dietary requirements |
| Oral comprehension |  | ⚫ |  | To follow instruction from other kitchen staff |
| Oral expression |  | ⚫ |  | Must be able to speak with other staff |
| Writing | ⚫ |  |  | Must be able to label food items |
| Numerical reasoning |  | ⚫ |  | Must be able to count stock/plates/servings etc. |
| Critical thinking | ⚫ |  |  | Checking temperatures of food and ensuring food safety standards upheld |
| Attention to detail |  | ⚫ |  | Required to ensure meals served accurately |
| Judgment and decision making | ⚫ |  |  | When meals need to be moved around kitchen |
| Active listening |  | ⚫ |  | Must be able to listen to other kitchen staff |
| Memory | ⚫ |  |  | Required to recall amount of servings needed |
| Concentration |  | ⚫ |  | Required to focus on each task to be completed |
| Emotional Demands | | | | |
| Social perceptiveness | ⚫ |  |  | Required to work in team environment |
| Stress tolerance |  | ⚫ |  | Required due to busy nature of shifts |
| Persuasion | Not applicable | | |  |
| Dealing with customers | Not applicable | | |  |
| Resolving conflicts & negotiating with others | Not applicable | | |  |
| Deal with unpleasant or angry people | Not applicable | | |  |
| Work with work group or team |  |  | ⚫ | Team environment in kitchen |
| Role Demands | | | | |
| Adaptability and flexibility |  | ⚫ |  | Required to work with and around co-workers |
| Time pressure |  |  | ⚫ | Busy schedule to ensure all tasks completed |
| Time management |  |  | ⚫ | To ensure tasks completed in timely manner |
| Coordinate and lead others |  | ⚫ |  | Team environment |
| Impact of decisions on co-workers or company results | ⚫ |  |  | Required to uphold food safety |

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| Key Definitions | | | |
| Term | **Definitions** | | |
| Physical Demands | | | |
| Sedentary Work | Manual handling involving < 5kg occasionally or < 1kg frequently to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for brief period of time. Jobs are Sedentary if walking and standing are required only occasionally and all other Sedentary criteria are met. Sedentary work may involve repetitive action (i.e. typing). | | |
| Light Work | Manual handling < 10kg of force occasionally, or < 5kg of force frequently, or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary work. Even though the weight lifted may be only a negligible amount, a job should be rated as Light Work:  When it requires walking or standing to a significant degree: or  When it requires sitting most of the time but entails pushing or pulling of arm or leg controls  When the job requires working at a production rate pace entailing the constant pushing or pulling of materials even though the weight of those materials is negligible | | |
| Medium Work | Manual handling 10kg to 25kg occasionally, or 5kg to 10kg frequently, or up to 5kg constantly to move objects. Physical demand requirements are in excess of those for Light Work. | | |
| Heavy Work | Manual handling 25 to 50kg occasionally, or 10 to 25kg frequently, or 5 to 10kg constantly to move objects. Physical demand requirements are in excess of those required for medium work. | | |
| Psychological Demands | | | |
| Lowest | Cognitive:  < 3 cognitive demands in the frequent or constant on the frequency rating and / or < 5 occasional ratings | Emotional:  < 3 emotional demands in the frequent or constant on the frequency rating | Role:  < 2 role demands in the frequent or constant on the frequency rating |
| Light | Cognitive:  Between 3 & 5 cognitive demands in the frequent or constant on the frequency rating and / or between 6-7 occasional ratings | Emotional:  Between 3 & 4 emotional demands in the frequent or constant on the frequency rating | Role:  2 role demands in the frequent or constant on the frequency rating |
| Medium | Cognitive:  Between 6 & 8 cognitive demands in the frequent or constant on the frequency rating and / or 8-10 occasional ratings | Emotional:  Between 5 & 6 emotional demands in the frequent or constant on the frequency rating | Role:  3-4 role demands in the frequent or constant on the frequency rating |
| High | Cognitive:  >8 cognitive demands in the frequent or constant on the frequency rating and / or 11 plus occasional ratings | Emotional:  > 6 emotional demands in the frequent or constant on the frequency rating | Role:  5 role demands in the frequent or constant on the frequency rating |