

VSA Assignment Description

Assignment Title	Management Adviser: Hospital Kitchen
Country	Solomon Islands
Location	Honiara
Partner Organisation	National Referral Hospital
Duration	12 months
Sustainable Development Goals	



41615

1. Partner organisation overview

The National Referral Hospital (NRH) provides secondary to tertiary health care services to the people and visitors of Solomon Islands. The catchment of the hospital is the total population of the country. The NRH function is designated as secondary care with some tertiary health care services. The NRH has 49 departments and units with 5 proposed new subspecialists (ICU, cardiac unit, renal, ENT & dermatology). Whilst most departments are direct patient care, some are for corporate services and non-clinical public health services. The Solomon Islands Government's overall goal is to meet the minimum standards for Universal Health Coverage in the next decades.

In 2019, the estimated population was 721,000 that is expected to reach 740,934 people in 2020. With around 300 beds available at the NRH, it is estimated to be lower than the national average bed per 1,000 populations of 0.4 and far lower than WHO standard of 5/ 1000 population.

The National Referral Hospital is the major hospital in the country. It admits the largest number of patients around 14,000 per year. It employs about 823 staff, and runs a budget of \$28-29 Million, and yet the systems used in management, operations and services delivery are mostly manual and very traditional.

The NRH Business Plan 2021+ envisages some modernisation of the hospital kitchen services, systems and process to ensure better patient outcomes.

2. Assignment overview

A volunteer with skills in management is being sought to assist the kitchen staff at the NRH to review its current systems and procedures and recommend changes that will result in better patient outcomes. The volunteer is required to have skills that will result in the efficient running of the kitchen leading to less wastage and better waste management. The role involves review of current kitchen management systems at NRH and recommending management systems and procedures that would work in the Solomon Islands context.



3. Goal/outcomes/outputs

Goal

The National Referral Hospital has systems and processes and an annual budget in place that allows for efficient management practices and eliminates waste in the hospital's kitchen.

Outcome 1

The executive leadership team understands the current operations of the NRH Kitchen.

Working closely with the Hospital Secretary and the Kitchen Manager:

- Identify current purchasing and storage practices for food and non-food items for the kitchen.
- Conduct an inventory of equipment used in the kitchen.
- Conduct an audit of current storage space and available space that could be used for food and non-food items.
- Develop a list of all suppliers and cost of goods.
- Identify and document current infection prevention and control, hygiene, and sanitation practices.
- Report on the findings of this process.

Outcome 2

The executive leadership team is making informed decisions on kitchen management.

- Recommend storage solutions that support NRH kitchen needs.
- Recommend an inventory and purchasing plan to ensure that fresh and other food items are purchased using an appropriate cycle.
- Recommend templates and tools to be used for kitchen management for reporting and requisition purposes.
- Prepare guidelines for infection prevention and control, hygiene, and sanitation protocols.
- Develop a financial plan and budget for kitchen operations.
- Recommend measures for ensuring the hospital is getting the best from suppliers in terms of cost and quality.

Outcome 3

NRH is using efficient management systems in its kitchen.

- Train staff in identified aspects of kitchen management.
- Support staff to provide reports to executive leadership team.
- Support staff to plan and implement new measures agreed on by the executive leadership team.

4. Reporting and working relationships and capacity building

The volunteer will work closely with the Hospital Kitchen Manager and staff in the kitchen. They will be supervised by the Hospital Kitchen Manager and be accountable to the Hospital Secretary.

The volunteer will support capacity building of NRH staff by sharing knowledge of best practice, supporting in-house training and development, and provide on the job mentoring as appropriate.



The volunteer and NRH will have an ongoing relationship with the VSA Programme Manager in terms of assignment monitoring, reporting, professional advice and personal support.

As needs on the ground may change over time, the volunteer is encouraged to review and update the Assignment Description on arrival in consultation with the partner organisation and VSA Programme Manager. By their very nature, development situations can involve significant change, so it is advisable that the volunteer periodically review and reflect on the Assignment Description throughout the Assignment to ensure the best development outcomes are being achieved.

5. Selection criteria/position requirements

Person specifications (professional)

Essential

- Qualification in restaurant management or related field.
- In depth knowledge of kitchen health and safety rules and regulations.
- Experience in developing and reviewing policies related to kitchen operations.

Desirable

- Prior experience in a kitchen management role.
- Prior experience working in a hospital, aged care facility, restaurant or other such operation.

Person specifications (personal)

Essential

- Willingness to learn and speak pijin.
- Excellent problem-solving abilities.
- Great organisational and communication skills.
- Friendly and open.
- Transparent.
- Easy to work with and allows constructive critique of their work.
- Supportive and inspiring.
- Flexible.
- Mature and experience working with people from different cultures.

6. VSA Essential Attributes

- Commitment to volunteering, to VSA and to the partner organisation.
- Cross cultural awareness.
- Adaptability and a willingness to approach change or newness positively.
- Able to form good relationships, both personally and professionally, with work colleagues and in the community.
- Resilience and an ability to manage setbacks.
- Initiative and resourcefulness.
- An ability to facilitate learning through skills exchange.



7. Country context

For more information, see <https://vsa.org.nz/what-we-do/countryregion/solomon-islands/>.

Honiara is the business centre of Solomon Islands and as such is a melting pot for people from all the island groups that make up the diverse nation. A hot and dusty place, Honiara offers most facilities albeit in a rudimentary form. You are strongly encouraged to build relationships in the local community and socialise with Solomon Islanders at every opportunity, as this will enrich your experience of living in Solomons. However, entertainment options can be few and far between so there is also a very active expatriate social scene. There are various clubs and social groups in Honiara, which you will get to know with time.

VSA will provide basic, furnished accommodation with gas facilities for cooking. In Honiara, you will have access to power (although power outages can occur), phone, internet, piped water, restaurants, a variety of shops and a large expatriate population. Public transport is very cheap within Honiara. The local bus service is provided by a plethora of vans, and some larger buses. A single fare of SBD3 applies, regardless of the length of the trip. Taxis charge a moderate fare (currently SBD10 per kilometre) but it is wise to establish a fare before commencing a journey.

Most volunteers feel safe in Solomon Islands, but it is important to know the risks and take personal responsibility for your safety. As in many countries, foreigners tend to be the target of petty crime, so always be alert and take precautions. In general, there are no problems moving around the majority of Honiara during the day, but it is not safe to walk or catch public transport alone in Honiara after dark.

The hospital is located on the main road and is a 10-minute walk to the city centre. There is a bus stop outside the hospital and taxis are readily available. The volunteer house is close to the hospital and there are buses that the volunteer can get to and from work. The hospital is a safe environment with 24-hour security. There are always people about. The kitchen is large and has basic equipment.

Additional Information

Residency status

VSA volunteers must be New Zealand citizens or have New Zealand permanent residency status, and currently living in NZ.

Pre-departure briefing

As part of the volunteer's contract, successful candidates will be required to take part in a pre-departure briefing course run by VSA in Wellington and complete all required pre-reading.

Final appointment

Final appointment will be subject to satisfactory medical and immigration clearances (costs covered by VSA), partner organisation acceptance, and successful completion of the pre-departure briefing course.

Family status

VSA supports partners to accompany volunteers on assignments of six months or longer. However, volunteers with accompanying dependents will not be considered for this assignment.



Fundraising

Volunteers are encouraged to fundraise at least \$1000 with the support of VSA's fundraising team. Accompanying partners are encouraged to raise the same amount. All funds raised will help VSA keep its programmes in action and support future volunteers.

Vaccination requirements

Potential volunteers are advised that VSA's insurers require volunteers to be inoculated, prior to departure, in accordance with the instructions of VSA's medical adviser. VSA covers the cost of any required vaccinations.

Children's Act

While on assignment, VSA volunteers may be required to work with children and/or may choose to participate in informal activities in their own time that involve interactions with children (such as coaching teams or teaching English). VSA is committed to the protection of vulnerable children and adults, which also includes meeting our commitment under the Children's Act 2014.

The information requested during the application process is necessary to assist VSA to determine applicant suitability to work and/or interact regularly with children and is part of a series of pre-selection checks undertaken on all applicants for VSA assignments.

Volunteer package

The volunteer's package includes the following:

Reimbursements and grants

1. The volunteer may be entitled to an establishment grant to help them set up in their country of assignment, and a location grant for rest and recuperation (R & R) purposes. These grants depend on the length and location of the assignment. The volunteer's contract will specify any grant entitlements.
2. The volunteer will receive a monthly living allowance of SBD 7,500.

Accommodation

Basic, comfortable furnished accommodation will be sourced by VSA. For security purposes volunteers in Honiara should expect to share accommodation.

Airfares and baggage allowance

VSA will provide the volunteer with economy airfares to and from New Zealand for their assignment plus a baggage allowance.

Insurance

VSA will provide travel insurance to cover baggage and personal property, and non-routine medical expenses for the duration of the assignment. Further details of the insurance cover will be provided during the volunteer pre-departure briefing.

Utilities

VSA will reimburse volunteers reasonable expenses for household utilities while on assignment.

Final terms and conditions relating to the specific volunteer assignment will be confirmed in a personalised volunteer contract.

