

POSITION SPECIFICATION

POSITION TITLE	Food Services Assistant
ENTERPRISE AGREEMENT	Cobden District Health Services Inc., ANMF and HSU Enterprise Agreement 2017
EMPLOYMENT TYPE	Part Time
SALARY	According to the Cobden EA and experience. Allowances and other rates apply.
DEPARTMENT	Food Services
APPROVED BY	Executive Manager Corporate Services

VISION Enriching & Empowering Quality of Life

VALUES

Service We deliver caring, friendly, high quality, confidential and safe service to the community.

Honesty We are trustworthy and transparent and we value integrity and fairness.

Accountability We take responsibility for our actions. We value teamwork and affiliative leadership.

Respect Our kind of care is person centred. We are inclusive, considerate and equitable to all who engage with our service.

Excellence We continually strive to provide high quality, reliable, consistent, and innovative services to our community, our clients, consumers and stakeholders

ORGANISATION AND ENVIRONMENT

Cobden District Health Services Inc., trading as Cobdenhealth is an all-inclusive health service providing quality care and well-being options for the local community and south west Victoria. We provide exceptional care in our accredited 60 bed residential aged care facility and support people in their own homes by managing and delivering Home Care Packages (HCP). Our diverse range of allied health, counselling, therapeutic, dental prosthetics and community services support people to achieve their health goals.

Cobdenhealth Family Practice a business unit of Cobden District Health Services Inc. located in Victoria Street Cobden. Our highly skilled General Practitioners offer a diverse range of healthcare options to patients across all ages, providing a holistic approach to care. Services include, however are not limited to, general practice, health screening, skin checks, care plans, chronic and complex care and health promotion activities.

Cobdenhealth has a fully accredited Urgent Care Centre providing emergency stabilisation service 24 hours per day, 7 days a week.

Cobdenhealth Community Fitness Centre has a fully equipped gymnasium offering various subscription options, casual use and leader led classes with accredited trainers. The gym is open to the public 24 hours, 7 days a week. Our Rodney Grove Community Aquatic Centre is a warm water pool open to the public for exercise, water therapy, learn to swim classes and general use. A swim against the current spa is also available.

The Men's Shed, based on-site, is a community based organisation providing a safe and friendly environment where men are able to work on meaningful projects.

Cobdenhealth is an Equal Opportunity Employer.

POSITION SUMMARY

Food Service Assistants support the Head Chef/Cook with all food preparation and food delivery functions. These functions include however are not limited to, the preparation, delivery and collection of food to/from residents, meals on wheels, functions, meetings etc. and the cleaning of the associated equipment, dishes and utensils. Maintaining all Food Safety Program procedures, regulations and health and hygiene standards is critical.

The Food Service Assistant is required to work under supervision, interacting with cooks, supervisors, other employees and volunteers to achieve the functions described. The incumbent must work within all regulatory guidelines. The role is required to work across a range of morning, afternoon, evening and weekend shifts – adapting and learning all shifts within scope of the role is a necessity.

Having a keen eye for detail, identifying and recommending efficiencies is an important aspect of the role, as is being honest, transparent and open to change. Time management ensures success in this role together with displaying a proactive, responsive, person-centred attitude.

ORGANISATIONAL RELATIONSHIP

Responsible to:	Head Chef/Cook; Food Services Supervisor
Direct Reports:	No direct reports - cohesive relationships with work colleagues
Executive Management:	Operations Manager; Executive Manager Corporate Services; Clinical Care Manager
Internal liaisons:	Staff; volunteers; residents
External liaisons:	Resident relatives/advocates; visitors, external stakeholders; government agencies; commercial business entities

LIMITS OF AUTHORITY

- This position carries no authority to commit financial resources outside of approved ordering
- This position is expected to make decisions within the scope of the role.

KEY ORGANISATIONAL ACCOUNTABILITIES

- Promote activities and programs in accordance with Cobdenhealth Vision and Values.
- Adhere to Cobdenhealth's Code of Conduct, ensuring professional conduct is maintained at all times
- Ensure compliance with all mandatory training and e-learning requirements within designated timeframes
- Comply with all legislative requirements relevant to the position
- Comply with policies, procedures, systems and processes of Cobdenhealth and other external stakeholders
- Intellectual Property remains the sole property of Cobdenhealth unless authorised and confirmed in writing
- Undertake and promote safe work practices and procedures in accordance with Cobdenhealth Policy
- Ensure Equal Opportunity principles are followed
- Cobdenhealth are committed to the safety, wellbeing and care of our aged residents and community.

CONFIDENTIALITY

- Ensure confidentiality is maintained at all times and encompasses staff, residents, volunteers and other stakeholders. This includes posts on social media.
- Any breach of confidentiality relating to resident, personnel or organisation is a breach of the employment contract, and will lead to termination of employment.

SOCIAL MEDIA

- All employees must ensure that personal social media accounts and/or personal statement(s) in any media forum do not reflect, discuss or represent Cobdenhealth, without prior approval.

PHYSICAL REQUIREMENTS

- Due to the layout and nature of this work, employees will be required to undertake a diversity of tasks which may require various forms of mobility.

KEY DUTIES, RESPONSIBILITIES and PERFORMANCE INDICATORS**Deliver a High Standard of Service**

- Demonstrate professional appearance and conduct - clean, tidy, punctual and respectful language
- Undertake tasks with a high level of detail, professional competency and within prescribed deadlines
- Maintain confidentiality on all issues relating to the facility, residents, clients, colleagues
- Ensure that the resident's comfort, dignity and privacy is always maintained
- Take care not to waste valuable resources
- Undertake tasks in a manner that achieves the best possible outcome for the residents

Teamwork & Communication

- Demonstrate a flexible and enthusiastic attitude towards undertaking a variety of food service tasks
- Work with close supervision and as directed; and autonomously without close supervision where appropriate
- Attend required work meetings and contribute in a constructive and effective manner
- Understand and take responsibility for own actions and work within the delegation of authority
- Actively identify innovation, improvements and efficiencies, discussing ideas with Supervisors
- Proactively support and implement change as it applies to the role and food service department

Resident & Client Food Experience and Outcomes

- Ensure residents and clients receive a high quality food experience and meal presentation on every occasion
- Ensure feedback and complaints are listened to and reported to the Food Service Supervisor(s)
- Exhibit awareness of the need for sensitivity in dealing with the residents and the broader community
- Identify and meet internal and external customer needs and ensure that agreed expectations are met.

Personal and Professional Development

- Maintain knowledge of food standards to ensure that tasks carried out meet legislative requirements
- Actively participate in mandatory competencies and training as required
- Demonstrate a sound working knowledge of Food Safety processes
- Positively engage in performance appraisals and discussion about training, learning and development

Maintain Accurate Documentation and Records

- Ensure all documentation is accurate and completed in a timely manner
- Ensure food is prepared and presented according to authorised menus with food preferences adhered to
- Ensure resident information is kept current, available and reviewed daily i.e. *allergens, dietary changes*
- Ensure that daily checklists, audit tools are completed i.e. *cleaning schedules, food safety records etc*

Technical Skills and Application

- Ensure all food related tasks comply with the Food Safety Guidelines and Cobdenhealth's Food Safety Plan
- Assist with the preparation, assembly and delivery of resident meals and refreshments as determined by the Cook in Charge and defined therapeutic diets
- Prepare, serve and present food and meals consistent with high nutritional standards
- Prepare and handle food adhering to hygiene practices and keep all food preparation areas clean
- Maintain a high level of cleanliness of all equipment in the kitchen/kitchenette areas
- Ensure all food and stock is stored in accordance with food safety guidelines
- Apply a clean as you go attitude towards all food preparation and cleaning tasks
- Ensure all food areas are maintained to the highest standard and meet infection control requirements
- Dispose of waste in accordance with Cobdenhealth guidelines
- Ensure that equipment is maintained in good working order and any faults reported in a timely manner

Quality, Safety and Risk Management

- Take responsibility for your own health and safety and the health and safety of anyone else who may be affected by your acts or omissions in the workplace
- Demonstrate a working knowledge of relevant legislation and internal policies and procedures
- Actively participate in, and contribute to quality improvement activities
- Actively cooperate with Cobdenhealth's OHS policies and participate in safety education/evaluation activities

- Be familiar with all quality requirements and participate in actions to ensure compliance
- Be aware of Cobdenhealth’s Fire Safety and Evacuation Procedure and any responsibilities allocated
- Knowledge of Cobdenhealth’s Risk Management policies and procedures with ability to recognise risks while performing day to day duties; report any identified risks and where appropriate
- Be aware of and ensure compliance with Cobdenhealth’s Manual Handling policies and procedures

General

- Assist Cooks and other food service staff as required
- Undertake other duties, appropriate to the role, as directed by Supervisors

QUALIFICATIONS, EXPERIENCE and SELECTION CRITERIA

- Food Handling Certificate (HLTFS207C) or higher
- Do Food Safely Certificate
- Previous experience working within a residential aged care facility (highly regarded)
- Knowledge of, and experience in Food Safety Standards
- Ability to learn and undertake all food service assistant shifts
- Availability to work across 7 days and various shifts including weekends, public and school holidays
- Good understanding and ability to undertake basic computer applications
- Demonstrated ability to maintain accurate documentation and undertake audits
- Effective time management and organisational skills with the capacity to problem solve
- Self-motivated and committed to improving own performance
- Well-developed communication and interpersonal skills
- Ability to accept directives and close supervision from Cook in Charge and Supervisors (dependent on shift)
- Ability to work autonomously without immediate supervision - as appropriate within defined shifts

Mandatory

- A current National Police Check – working with vulnerable persons (dated within 3 months prior to start date)
- Proof of COVID-19 vaccination (mandatory to work in aged care)
- Proof of a current Victorian Drivers Licence (where applicable)

SALARY AND CONDITIONS OF EMPLOYMENT

As determined by the Cobden District Health Service Inc., ANMF and HSU Enterprise Agreement 2017.

As a not-for-profit agency attractive salary packaging options are available.

PERFORMANCE APPRAISAL

Conducted annually by the Food Service Supervisor(s) or Executive Manager.

Regular scheduled meetings will assess progress and achievement of the key performance indicators for this role

RIGHT TO AMEND

Cobdenhealth reserves the right to amend the details of this position specification, as it considers necessary to serve the best interests of the organisation. It is recognised that the said description does not attempt to highlight and/or detail all aspects of the position described, and therefore the duties of the position are not necessarily limited to the contents of this specification.

ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE

I agree that I have read and understand all the responsibilities of this position and accept employment as offered.

Employee Name:	
Signature:	
Date:	