



CHEF / COOK

1. ORGANISATIONAL INFORMATION

Established in 1960 and incorporated in 1989, Catholic Homes for the Elderly Inc (**Catholic Homes**) is a non-profit organisation and an agency of the Catholic Archdiocese of Melbourne, and currently provides services to over 900 older people across the greater metropolitan Melbourne, including residential aged care facilities, independent living accommodation and community care packages.

2. OUR VISION, MISSION & VALUES

Our Vision – Choice and opportunity as you age.

Our Mission – Integrated and accessible aged care and accommodation services provided within a Catholic ethos.

Our Values – We celebrate the life of individuals and their communities as expressed in their physical, social and spiritual well being. In doing so, we are committed to the ideals of:

- Dignity – The rights of each person are grounded in the unique dignity each possesses.
- Compassion – When we truly care we are always open to the needs of others.
- Integrity – We are honest in our dealings and accountable for our actions.
- Collaboration- Working together empowers people and produces better outcomes.

POSITION SUMMARY

The Chef / Cook is responsible for day-to-day operations of the facilities' food services and the management of the food services staff. They will be actively involved in continuous improvement activities.

REPORTS TO

- Accountable to the Residential Services Manager (RSM).

KEY SELECTION CRITERIA / QUALIFICATIONS

- Essential:
- Relevant Trade qualifications
 - Excellent verbal and written communication and interpersonal skills, patience, common sense and a strong ethos of client service.
 - Well developed prioritisation and organisational skills with the ability to meet deadlines and attend to multiple tasks
 - Mature outlook with the ability to relate and converse with older people
 - Ability and commitment to work as part of a team
 - Demonstrated initiative and ability to work without supervision
 - Commitment to maintaining confidentiality in all matters
 - Proven ability to motivate staff and promote a positive work environment
 - Satisfactory completion of a National Police Records Check (to be arranged by Catholic Homes)
- Desirable:
- Previous experience working in, or an understanding of, and sensitivity to, the issues related to services to older people
 - Previous experience cooking for large groups particularly in Aged Care or a Health Services environment
 - Food Safety Supervisor Certificate

PERFORMANCE CRITERIA

The person should possess the following knowledge, skills and experience based upon the performance criteria as follows:

Business Administration

Demonstrated experience and the ability to plan, budget, order and monitor food stocks for the efficient use of resources, including the ability to cost and roster staff to budget.

- In consultation with the Residential Services Manager develop an annual hospitality budget to ensure the efficient use of resources.
- Demonstrate commitment to quality improvement processes, e.g. completion of Quality Service Reports (QSRs) and participation in Quality Circle and other meetings.
- Order food stocks in accordance with dietary and budgetary requirements.
- Check the delivery of food supplies is consistent with the order.
- Identify and purchase food stocks in accordance with policies to maximise available resources.
- Identify and monitor stock levels and order in accordance with policy and hospitality budget.
- Undertake administrative duties according to CHE policy and procedures.
- Work to assist and support injured employee's return to work in compliance with the CHE return to work program.
- To ensure optimum use and efficiency of the hospitality service by:
 - Rostering according to identified needs budget.
 - Work flow and physical environment of the kitchen and dining room.

Continuous Improvement

Demonstrated commitment and ability to participate in continuous improvement activities to achieve a high standard of hospitality service to enhance resident choice and quality of living.

- ❑ Act as a role model in the implementation of continuous improvement Occupational Health and Safety (OH&S) measures to ensure a safe working environment.
- ❑ Participate and contribute to the quality improvement program and other organisational initiatives to deliver quality service and meet Aged Care Accreditation Standards. e.g. QSRs, Quality Circle and other meetings.
- ❑ Participate in annual performance appraisals with the Residential Services Manager.
- ❑ Participate and contribute to OH&S activities to ensure a safe work environment. Identify own role with regard to safety.
- ❑ Maintain knowledge and skills relevant to the position through the participation in and contribution to the staff development program. (Attend mandatory training, as identified by the Residential Services Manager).
- ❑ Participate in ongoing education to promote professional and personal development.
- ❑ Demonstrate an awareness of and commitment to ongoing, self directed professional development.
- ❑ Identify opportunities to improve service provision and implement strategies. e.g. use of continuous improvement logs.

Customer Service

Demonstrated effective communication and interpersonal skills, including the ability to consult with residents, the Residential Services Manager and staff with regard to providing a hospitality service tailored to meet individual resident needs.

- ❑ Demonstrate prompt, efficient and courteous service to residents, families, advocates and other stakeholders.
- ❑ Be responsive to telephone enquiries, including the identification of self and site.
- ❑ Consult with Care Manager / Care Staff to devise a menu which caters to residents preferences, dislikes and dietary requirements, as well as nutritional content and seasonal variety.
- ❑ Demonstrate the ability to establish and maintain an ambient dining room to enhance resident lifestyle and encourage resident appetite and participation.
- ❑ Demonstrate the ability to cater for cultural needs wherever possible through the implementation of a range of choices.
- ❑ Promote site and CHE in a positive manner.

Team Development

Demonstrated ability to lead, manage and develop a resident focused team of hospitality staff and to work with other team members within the site.

- ❑ In liaison with the Residential Services Manager select, recruit and manage hospitality staff to deliver high quality hospitality services in line with organisational policies and processes.
- ❑ Orient and support new hospitality staff to their role, physical environment and equipment including health and safety factors.
- ❑ Monitor, appraise and develop staff on a regular basis, including a formal documented appraisal as well as informal on the job coaching.

- ❑ Develop and foster teamwork through role-modelling and clear, participative communication processes.
- ❑ Identify and establish team objectives including the management of resources to achieve team goals.
- ❑ Prioritise workloads and delegate as appropriate to further develop team skills. Ensure all hospitality staff have clear direction and are aware of their role and responsibilities.
- ❑ Promote and develop effective communication and management through attending relevant site and organisational meetings.
- ❑ Maintain ongoing communication with in-charge care staff to identify residents' needs and work cooperatively to facilitate changes to residents needs.

Technical Skills and Application

Demonstrated knowledge and experience in the storage, handling and preparation of food for large numbers of people.

- ❑ Prepare food to meet residents' needs.
- ❑ Oversee the preparation and serving of meals to required standards.
- ❑ Act as a role model in the maintenance of high hygiene standards and monitor staff compliance e.g. handwashing, personal cleanliness, wearing of appropriate clothing, headwear and footwear.
- ❑ Ensure compliance with all aspects of the Food Safety Program.
- ❑ Comply with the CHE Competency Assessment Program.
- ❑ Act at all times to protect the rights of residents, including confidentiality, privacy, individual choice and decision-making.

Occupational Health and Safety

Demonstrate knowledge and ability to ensure that the food services and dining areas are appropriately equipped and maintained to provide a safe environment for staff and visitors.

- ❑ Maintain a safe working environment in your area of responsibility.
- ❑ Ensure that Occupational Health and Safety (OH&S) principles and guidelines are adhered to.
- ❑ Report any breach in OH&S. Document any hazard and make suggestions / recommendations for improvements.
- ❑ Report accidents and injuries and near misses as per CHE Policy and Guidelines.
- ❑ Provide and maintain so far as is practicable a working environment that is safe and without risk to health.
- ❑ Take care of your own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace.
- ❑ Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and CHE policies and promote a working environment that is congruent with these guidelines.
- ❑ Comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Accident Compensation (WorkCover) Act 1992.

Specialist Knowledge

Demonstrated knowledge and experience in the provision of food services in a residential care setting. This includes the ability to comply with legislation including the Food Services Act and OH&S Act.

- In liaison with the Residential Services Manager plan seasonal menus.
- In liaison with a dietician ensure menus are nutritionally balanced.
- Practice according to the CHE Mission, Vision and Values.
- Demonstrate understanding of the Aged Care Accreditation Standards and comply with standards as they relate to the provision of hospitality services.
- Demonstrate awareness and be able to locate and comply with CHE policy and processes.

Other Duties

The incumbent will perform other duties, consistent with the broad emphasis of the position, as required by their Manager.

I acknowledge that I have read and understood this Position Description. I understand that the position description will be reviewed at least once per year.

Signed by
Incumbent: _____ Date: _____

Incumbent Name:

Signed by
Manager: _____ Date: _____

Manager's Name
& Title: **Residential Services Manager**

Current Effective Date: _____

Next Scheduled Review Date: _____

Replaces PD:	Chef / Cook	Dated:	January 2001
Draft Submitted By:	Denise Darnley, HR Manager	Date:	February 2005
Ratified By:	GM Residential Services	Date:	March 2005
Authorised By:	Human Resources Manager	Date:	March 2005
Disseminated By Policy & Documentation Committee:		Date:	March 2005
		Next Review Date:	March 2007