

Position Description

Meal Services Supervisor

Name of appointed officer: Vacant

Date of appointment:

Date of last review of position description: February 2018

Salary and conditions

All terms and conditions of employment are consistent with the Local Government (State) Award unless otherwise stated.

| | |
|---|---------------------------|
| Assessed entry level of position within salary system: | Band 2 Level 1 |
| Position limit within salary system: (20 Grade structure) | Grade 6 - Entry to Step 4 |
| Status of position: | Permanent part time |
| Hours of work per fortnight: | 49 |

Organisational relationships

| | |
|-----------------------------------|--|
| Directorate: | Environment, Planning and Community |
| Section: | Care and Support Services |
| Team: | Clarence Meals |
| Work base: | Yamba – covering Maclean and Grafton |
| Position responsible to: | Senior Programs Coordinator (General Operations) |
| Level of support and supervision: | Low – self directed |
| Level of personal management | High |
| Level of teamwork required: | High |
| Supervision of staff: | Low (volunteers) |
| Internal contacts: | All staff within Council |
| External contacts: | Customers, general public and local and regional service providers |

Vision, mission and values

| | |
|---------------------|---|
| Our vision: | To make the Clarence Valley a community full of opportunity |
| Our mission: | To plan and deliver services valued by the community |
| Our values: | the acronym ' STRIVE ' describes the values and behaviours which are considered to be core requirements when we deal with each other and our community |



Our Values and Behaviours

Safe

We will have a safety focused workplace culture to ensure the wellbeing of our staff and the community.

| Acceptable | Unacceptable |
|--------------------------|----------------------|
| I am aware of hazards | I take shortcuts |
| I promote a safe culture | I ignore safety |
| I look out for others | I do not communicate |

Teamwork

We will work together as one council towards shared goals and for the greater good of the community.

| Acceptable | Unacceptable |
|----------------------------|------------------------|
| I share the load | I undermine others |
| I communicate with others | I act in isolation |
| I value people's strengths | "What's in it for me?" |

Respect

We will be inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard.

| Acceptable | Unacceptable |
|---|-----------------|
| I am inclusive | I am a bully |
| I value the skills and opinions of others | I am aggressive |
| I listen actively | I am a gossip |

Integrity

We will behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence.

| Acceptable | Unacceptable |
|--------------------------------------|--------------------|
| I am honest | I lie and conceal |
| I work ethically and lead by example | I act corruptly |
| I am responsible for my actions | I undermine others |

Value

We will deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.

| Acceptable | Unacceptable |
|--------------------------------|---------------------------------|
| I always look for improvements | I misuse Council resources |
| I work efficiently | I'm a bludger |
| I learn from my mistakes | I don't respect the environment |

Engagement

We will engage with our staff and community to inform our decision making, and create awareness of our activities.

| Acceptable | Unacceptable |
|--|--------------------------------|
| I communicate in a clear and timely manner | I deliberately misinform (lie) |
| I am the face of Council | I don't value consultation |
| I value all our customers' needs | I ignore communication |

Physical requirements of the position

Frequent use of computer keyboard

Prolonged standing

Frequent bending

Moderate/heavy loads moved

Purpose of the position

To manage the Clarence Meals kitchen including ordering and distribution of meals, collating orders and ensuring service standards, food safety and any program guidelines are met.

To operate the Clarence Meals service to be financially profitable.

Major duties and responsibilities

Manage the Meals on Wheels service to meet program guidelines and budgetary requirements.

Manage the sales and distribution of the private meals service.

Ensure the distribution of ordered meals to customers and retail outlets is completed on time through the use of staff and volunteers.

Maintain accurate customer records in accordance with organisational policies, procedures and legislative requirements. These records to be maintained accurately and stored securely to protect and uphold customer's rights to privacy and confidentiality.

Participate in Care & Support Services quality management activities and initiatives to maintain quality and grow and prosper the service.

Liaise with the Senior Programs Coordinator in regard to the needs of the service and meeting the KPIs set for this service.

Operate an asset management system that is proactive in maintaining all equipment required for the service.

Participate and assist in volunteer recruitment, training, rostering and recognition events.

Follow the Food Safety Program and make recommendations for any improvements.

Maintain stock control and ordering systems that are efficient and financially beneficial.

Provide service reports in the timeframes set or as required.

Refer any customers for assessment or review of services if required.

Attend team meetings and external meetings as required to keep up to date.

Participate in promotional activities and events for the meals service.

Essential selection criteria

The selection criteria must be addressed as part of your application. Applicants must meet the essential criteria in order to be considered for interview.

Education and knowledge

Food Safety Certificate

Licences/tickets, clearances, membership

Current Drivers Licence

Experience

Demonstrated knowledge, ability and experience in community work and/or meal delivery services or retail food businesses

Position related skills

General computer literacy in email and internet programs and Basic proficiency in Microsoft Word and the ability to apply these skills to reports, use of calendars and learning software and portals

Capacity to interpret and work within relevant program guidelines including the Food Safety Standards

Demonstrated oral and written communication skills and well developed interpersonal skills

Demonstrated ability to organise stock, maintain records and develop and promote a service

Work qualities

Behaviour that positively demonstrates commitment to Council's STRIVE values

Commitment to the principles of community care

Ability to problem solve and analyse specific issues relating to the position

Desirable selection criteria

The following criteria are considered important and demonstrated capacity to meet them will be highly regarded.

Education and knowledge

Demonstrated knowledge of the Aged Care and NDIS sectors

Ability to work with a team of volunteers

Experience

Experience in food safety and hygiene sector

Experience in marketing, sales and/or business

Personal qualities

Demonstrated interpersonal skills with the ability to liaise, develop rapport and resolve conflict effectively with a diverse range of people.

Other features of this position may include

Contact with challenging customers

Flexible work arrangements to meet marketing, training or delivery times.

Any change in the incumbent's criminal history must be reported to the Manager Care & Support Services or the People, Culture and Safety Unit immediately, to meet legislative requirements

Preferred applicant(s) will be required to undergo a National Criminal History Check

Generic performance requirements

Ethics/probity – act in accordance with the Code of Conduct.

Equal employment opportunity - comply with Council's Equal Employment Opportunity (EEO) Protocol.

Health and safety (WHS) - undertake duties and act at all times in accordance with the WHS Management System.

Other duties (outside of specific position requirements) - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the **Use of skills** Clause in the Local Government (State) Award will apply.

Declaration

In signing this declaration I acknowledge that I,
have been advised of the requirements, terms and conditions of appointment to this position
based on this Position Description.

Signed: Date
Employee

Signed: Date
Senior Coordinator People, Culture and Safety