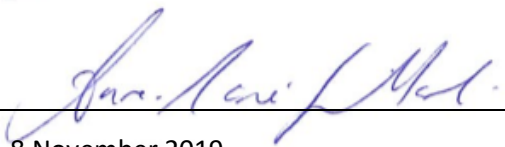




Job & Person Specification

Chef Manager

Code	HSJD 005
Classification	Salaried
Reports to	Site Operations Manager
Approved by (Name and Title)	Anne-Marie Gillard – Operational Services Executive
Approved by (Signature)	
Date of Approval	<u>8 November 2019</u>

I have read the content of this Job and Person Specification and agree that I have the ability and commitment to meet the requirements of the position in addition to upholding the Purpose and Values of Eldercare.

Acknowledged by Employee	
Name of Employee	
Date of Acknowledgement	

Last Review	22/10/2019	Next Review	22/10/2022	Status	Published
Owner	HR Manager	Version	3	Page 1 of 7	

On printing document is no longer controlled.

Eldercare

Our Purpose

Delivering peace of mind with our care.

Our Values

Respect

Value in Action - We protect the dignity, rights and values of individuals

All people are important to Eldercare and everyone deserves to be respected in accordance with our founding Christian principles.

Diversity of experience, culture and opinion is valued and encouraged.

How we go about things is just as important as what we actually do. We protect the dignity, rights and values of individuals.

Our services encompass mind, body and spirit and aim to build well-being and resilience.

Accountability

Value in Action - We are all responsible for working safely and with integrity

Eldercare is known as a safe and reliable organisation. Residents, clients, their families and friends rely on Eldercare to care for the people that they love with respect and dignity. We have a role to play in providing residents and their families with peace of mind.

Eldercare is committed to serving the community for the long term so our decisions are made with this in mind.

We display collaborative leadership throughout our organisation and we learn from our mistakes.

We continually strive to improve and respectfully challenge the status quo with improvement in mind.

All of our actions are focused on maintaining the integrity of our commitments. Each of us at Eldercare is responsible for our own behaviours for ensuring the best quality care is provided and for the success of the organisation.

Connection

Value in Action - We develop vibrant and supportive relationships based on warmth and generosity

We create environments where warmth and generosity are present. We reconnect residents with their own purpose and meaning and do everything we can to help them live a fulfilling life.

We are committed to building vibrant, supportive and connected retirement living and residential care communities where resident choice is paramount and the uniqueness of each resident is discovered.

Last Review	7/11/2019	Next Review	3/11/2023	Status	Published
Owner	HR Manager		Version	2	Page 2 of 7

On printing document is no longer controlled.



Our Diversity & White Ribbon Commitment

Eldercare welcomes diversity. Regardless of their culture, religion, spirituality, age, gender, sexuality, disability, socio-economic background or personal experiences, our people are included and respected.

Eldercare encourages respectful relationships and does not accept any form of gender-based violence in the workplace.

Eldercare is committed to preventing violence against women and is proud to be a White Ribbon Accredited Workplace to support victims of abuse.

All employees can expect to receive fair and equal treatment and to be free from discrimination in all aspects of their life with Eldercare.

JOB SPECIFICATION

Summary of the broad purpose of the position in relation to organisation goals

The Chef/Manager is responsible for coordinating the hospitality services (cleaning, catering and laundry) on their site to ensure highest level of quality service delivery. The role is expected to ensure quality and consistency at all Eldercare Aged Care facilities.

The role will work collaboratively with the broader Eldercare team, developing strong internal relationships, to facilitate and lead an integrated service model approach across the business, fostering "One Eldercare" approach.

The Chef Manager is required to demonstrate successful fulfilment of responsibilities by achieving identified Key Performance Indicators in relation to the following areas: -

Resident satisfaction and engagement;

Quality of Hospitality Service;

Human Resources Management;

Financial management in the area of Hospitality Services;

Food Safety Compliance

Specific Key Performance Indicators are formally reviewed annually by the General Manager Residential Care and General Manager Wellbeing and Allied Programs and are monitored on an ongoing basis.

The Chef Manager is responsible for

Managing the provision of catering, cleaning and laundry services for each site.

The Chef Manager is responsible for the delivery of the Food Safety Plan.

The role will also be required to be directly involved in the preparation of food, although the volume of this will vary from site to site.

The Chef Manager is responsible for ensuring a values-based approach to the culture of the site.

Last Review	7/11/2019	Next Review	3/11/2023	Status	Published
Owner	HR Manager		Version	2	Page 3 of 7

On printing document is no longer controlled.

Eldercare

Reporting/Working Relationships

The Chef Manager:

- Reports directly to the Site Operations Manager.
- Works closely with the Hospitality Services Improvement Consultant.
- Works closely with the Senior Dietitian.
- Manages the site-based hospitality services team.
- Works closely with the broader site team the Customer Services Assistants, Clinical and Care team, Chaplains, Wellbeing and Lifestyle staff, Allied Health team members and Volunteers.
- Works closely with the property services staff.
- Seeks appropriate advice from the HR Consultant as required.
- To achieve the required outcomes the Chef Manager must work closely, and build positive and effective relationships, with key stakeholders, including residents, families, peers and other Eldercare staff.

Special Conditions

- Must hold an acceptable National Police Clearance.
- Must hold a current SA Drivers Licence.
- The position may be required to travel to other Eldercare site including head office .
- May be required to transfer to another Eldercare site if the business requirements deem this to be necessary.
- Some out of hours work may be required.
- Required to participate in an on-call roster.
- Eldercare is a smoke free workplace.

Statement of Key Outcomes and Associated Activities

Leadership

- Leadership of the hospitality services team at a site level, in consultation and with the support of the Site Operations Manager.
- Actively promotes and models the Values of the organisation, encouraging decision making, collaboration, engagement and team work within the hospitality services and broader site-based team.
- Actively contributes to and promotes a culture of continuous improvement to enhance resident outcomes.

Last Review	7/11/2019	Next Review	3/11/2023	Status	Published
Owner	HR Manager	Version	2	Page 4 of 7	

On printing document is no longer controlled.

Eldercare

Management

- Overall management of the hospitality operations including Catering, Cleaning & Laundry
- Actively forming and maintaining relationships with all stakeholders, residents and their families, staff and suppliers.
- Identifies and manages risk in the area of hospitality services in consultation and collaboration with the Site Operations Manager and the broader Eldercare team as relevant.
- Effectively facilitates change within the hospitality services area
- Manage and ensure the operation is working within KPI's, food and labour cost, stock control, ordering and stocktakes.
- Ensuring all compliance obligations are met, safe food practices, WH&S and preparing appropriate food for vulnerable persons with special needs

Service Delivery

- Preparation of nutritious home-style foods for residents and visitors as required.
- Cater for special diets including texture modified and supplements
- Ensure laundry and cleaning services are efficient, compliant and meet site needs and resident expectations.
- Ensure the efficient use of resources to deliver exceptional service within budget
- Attend and actively contribute to site resident and food focus meetings to represent the Hospitality services function. Encourage feedback, consultation, collaboration and partnering with residents to optimise hospitality services and contribute to outcomes for residents including choice, dignity, independence and wellbeing.
- Provide training and guidance to site-based staff on procedures and paperwork to ensure quality expectations, compliance requirements and food presentation standards are being met.

Quality Improvement, Accreditation and Food Safety

- Facilitate and support continuous improvement opportunities within hospitality services and support site-based initiatives.
- Ensures that customer and stakeholder feedback is effectively collected, analysed and responded to, and that opportunities for improvement are identified and actioned in consultation with the Site Operations Manager.
- Actively support a resident centric culture that facilitates customer / resident engagement, consultation, collaboration and partnering to optimise resident outcomes including choice, dignity, independence and overall wellbeing.
- Ensures compliance with the Food Safety Plan across the site
- Implement corrective actions as a result of both internal and external audits
- Ensures that policies and practices are fully complied with throughout the site.

Last Review	7/11/2019	Next Review	3/11/2023	Status	Published
Owner	HR Manager		Version	2	Page 5 of 7

On printing document is no longer controlled.

Eldercare

Professional Development

- Actively develops both management and technical skills and capability by identifying opportunities for growth and knowledge gaps, seeking learning opportunities and taking proactive responsibility for development.

WHS Responsibilities

All Employees:

- Takes reasonable care to protect own health and safety, and to avoid adversely affecting others. This includes as far as reasonable using equipment provided for WHS purposes, obeying reasonable WHS instructions, complying with all WHS policies, procedures, safe operating procedures, work practices and associated WHS document.
- Ensures that they are not affected by alcohol or drugs to the extent that they endanger their own safety or the health and safety of others.

For positions with Supervisor responsibilities:

- Ensures all employees under their control carry out their roles and responsibilities as detailed in relevant WHS policies, procedures and WHS and Injury Management Plan.
- Maintains compliance with all WHS policies and procedures by regular performance review.
- Ensures that all employees, including agency staff and contractors under local control, are appropriately inducted and trained, and that site training plans and records are maintained.
- Provides relevant WHS information and ensures appropriate training is provided.
- Conducts regular inspections to identify hazards, conduct risk assessment for effectiveness and implement corrective action and review.
- Maintains appropriate records as required by Eldercare.
- Ensure all non-conformances identified in internal audits are rectified.
- Investigates all reported incidents and reports action/s taken to prevent a similar occurrence.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified as necessary. Position statements and Employee performance will be reviewed regularly.

Last Review	7/11/2019	Next Review	3/11/2023	Status	Published
Owner	HR Manager	Version	2	Page 6 of 7	

On printing document is no longer controlled.



PERSON SPECIFICATION

Essential Minimum Requirements

Qualifications/Experience

- Previous management experience within a complex hospitality environment.
- Trade qualified chef or suitable experience (Aged care or Health experience desirable but not essential).
- Extensive experience in the area of food safety practices and compliance
- Extensive experience in budget management and control.
- Extensive experience in stock control and oversight.

Personal Abilities/Aptitude/Skills

- Strong transparent leader who is willing to embrace Eldercare values of Accountability, Respect and Connection.
- Strong organisational and planning skills.
- Excellent time management skill.
- High level of professionalism and empathy when communicating with staff, residents and their families.
- Ability work within a team environment and promote a culture of flexible and open working.
- The ability to take control of the kitchen.

Knowledge

Knowledge and commitment to:

- Work Health Safety Legislation.
- Food Safety Standards and relevant nutritional standards and guidelines.
- Continuous Improvement and Aged Care Accreditation requirements

Desirable Requirements

Qualifications/Experience

- Experience in a commercial kitchen and/or Health or Aged Care.
- Understand the importance of food in people's lives, especially as they age.
- A passion for food and presentation.

Last Review	7/11/2019	Next Review	3/11/2023	Status	Published
Owner	HR Manager	Version	2	Page 7 of 7	

On printing document is no longer controlled.