

# Position Description

*There to care. Here for good.*

|                                       |  |
|---------------------------------------|--|
| <b>Position Title:</b>                | Cook   |
| <b>Reports to:</b>                    | Food Service Team Leader   |
| <b>Salary / Classification Level:</b> | Helping Hand Residential and Home Care Enterprise<br>Agreement – HSE Level 4 |
| <b>Reporting to this Position:</b>    | Hotel Services Assistants  |

## ***Purpose of the Position***

Cook provides high quality meals for the residents, café and functions. To achieve this, they work as part of the Food Services team and manage the day to day coordination of the kitchen.

## ***Your Team***

Cook reports to the Team Leader Food Services and works closely with the Food Services Team including Team Leader and Hotel Services Assistants, the broader Hotel Services team includes housekeeping and maintenance.

## ***Other Key Relationships***

This role is part of a team that delivers resident services and includes care workers, nurses, administration, allied health, and lifestyle services. It is important that this role works with all of the site team members and establishes professional relationships with key senior staff. The Cook's key customers are the residents and their families.

The position will also be expected to work with contactors and food suppliers.

## ***Key Outcomes and Responsibilities***

- / Effective meal planning and delivery of a menu to support customer focus and choice, nutritional needs and dietary requirements
- / Ensure food preparation and meal delivery is compliant with Australian Food Standards and Helping Hand Food Safety Management Plan
- / Ensure the kitchen environment is safe for staff
- / Participate in quality improvement activities to promote continuous improvement in Food Services
- / Commit to ongoing learning to maintain an up to date understanding of Food Services and support continuous improvement Attend and participate in training offered
- / Any other duties determined by the Team Leader Food services or Hotel Services Support Manager

## **Selection Criteria**

### **Essential**

- / Certificate III in Commercial Cookery or Certificate III in Community Food Services or equivalent
- / Minimum 2 years' experience in a Commercial Kitchen including meal planning and preparation
- / Demonstrated knowledge of use of industrial equipment including combi ovens, brat pan and commercial dishwashers
- / Demonstrated knowledge of Australian Food Standards and Food Safety
- / Good communication skills including the ability to talk to a range of staff about food services, consult with and understand client needs, ability to develop and document menus and recipes, ability to understand and document dietary needs
- / Must be able to use Outlook email and calendar, basic Word, basic Excel and internet
- / Valid NDIS Worker Screening clearance or be willing to obtain

### **Desirable**

- / Demonstrated knowledge of textured modified foods and special dietary needs

## *Customer Service, the Helping Hand Way*

We deliver our service guided by our *Five Golden Standards*

- 1 We always offer choice.
- 2 We engage.
- 3 We speak clearly, politely and respectfully.
- 4 We deliver on our promises.
- 5 We make their day!

### *Helping Hand's Code of Conduct*

Our Code of Conduct reflects *The Helping Hand Way* and expects you to act with:

#### **Compassion**

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

#### **Respect**

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

#### **Excellence**

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

#### **Community**

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

### *Work, Health & Safety*

*Arrive Safe, Work Safe and Go Home Safe*

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do, it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety, report it. Hazards can turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it, be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely, make sure you use it. It's there to keep you safe.
- / If equipment isn't working properly, tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured, tell us straight away. Your supervisor will be able to help you.