

POSITION DESCRIPTION

Catering Coordinator

SERVICE STREAM	Aged Care Services
LOCATION	Nudgee
CLASSIFICATION	Level 7- Aged Care Award 2010.
REPORTING RELATIONSHIP	Operations Manager - Hotel Services

OUR PURPOSE AND VALUES

Mercy Community Services exists to support and empower those who are poor, vulnerable, marginalised or in a position of disadvantage. We aim to be recognised as a leading provider and facilitator of quality, responsive community services.

Our Values underpin all responsibilities of this position, and are based on the ethos and mission of the Sisters of Mercy Brisbane and are in alignment with Catholic Social Teachings.

MERCY ACCEPTANCE EXCELLENCE DIGNITY EMPOWERMENT INTEGRITY

POSITION PURPOSE

This role is responsible for the coordination and supervision of the kitchen and catering facility for residential areas and rooms, and to ensure the service provided meet legislative standards for food management, hygiene and safety.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision and Values	<ul style="list-style-type: none"> Execute the duties and functions of the role within the traditions, mission, ethos, and values of the Sisters of Mercy and Mercy Community Services SEQ Ltd (MCS). Contribute to the development of an organisational culture consistent with the philosophy and values of MCS. Model MCS values and ethics through your personal leadership framework.
2. Service Delivery	<ul style="list-style-type: none"> Lead the catering team in the day to day delivery of food services to aged care residents, visitors and events In consultation with the Operations Manager – Hotel Services, chef and dietitian, assist in the development and maintenance of menus that are nutritious, varied and suitable for residents. Monitor and manage the purchase, receipt documentation, and storage of all catering supplies. Maintain best practice stock management, which ensures minimal wastage occurs. Oversee periodical stocktakes of stored food, as required. Ensure that food production, transport and service is in accordance with the Food Safety Program procedures, and supporting documentation is maintained. Contribute to the overall management of the hotel services through constructive participation in the hotel service management group. Assist the Operations Manager – Hotel Services to build and maintain the Food Safety Program, including: <ul style="list-style-type: none"> ❖ Approved supplier program ❖ Food recall program ❖ Food handler program ❖ Calibration, cleaning and sanitation ❖ Pest control ❖ Equipment maintenance.

Approved By: General Manager – Aged Care Services

Approval Date:	Nov 2015	Implementation Date:	Nov 2015	Review Date:	N/A
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KEY PERFORMANCE REQUIREMENTS

3. Leadership	<ul style="list-style-type: none"> • Lead, mentor, support and supervise staff and role model MCS values and frameworks. • Ensure that the Food Service team is sufficiently staffed and trained to meet service and roster requirements. • Conduct performance counselling, discipline processes in consultation with the Operations Manager – Hotel Services and Human Resource Management. • Participate in the recruitment and selection processes for vacancies. • In conjunction with the Operations Manager – Hotel Services, facilitate the professional development and performance appraisal of direct reports. • Facilitate effective induction processes, including buddy shifts to ensure new staff are suitably trained before working individually, ongoing mentoring as required. • Ensure employees obtain and/or maintain all required personal history checks and an unrestricted Queensland Driver Licence. • Conduct on-shift staff meetings and training sessions as required. • Participate in the development of staffing rosters and fulfilment of shifts when and where required.
4. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> • Implement operational best practice processes that deliver excellent service within the catering production facility. • Assist Operations Manager – Hotel Services to maintain the accredited Food Safety Program and Food Business Licence and ensure all other accreditation requirements are met. • Comply with all MCS policy and procedures. • Ensure documentation is created, stored and archived in line with organisational requirements. • Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved, in consultation with the Operations Manager – Hotel Services. • Assist with the release of personal, private or confidential information in line with the MCS Privacy Policy, privacy legislation and the relevant industry legislation, and in consultation with the Operations Manager – Hotel Services. • Identify areas for Continuous Quality Improvements in line with organisational policy. • Assist with the monitoring of compliance with policy, procedures and other organisational and legislative requirements.
5. Workplace Health & Safety	<ul style="list-style-type: none"> • Orientate new employees to encourage a safe working environment. • In conjunction with WHS officer identify areas of risk requiring a risk assessment to be completed. Changes to chemical products to be communicated with WHS to ensure suitability and MSDS availability. • Communicate to team members where infection control measures must be taken in regard to food safety. • Ensure employees are trained and up to date on all hygiene requirements, and assist management with any investigation processes. • Ensure kitchen equipment and Personal Protective Equipment (PPE) are maintained and meet required standards. • Train staff in, and promote, proper use and care of equipment and chemicals.

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KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> Report incidents and hazards, in line with organisational procedures. Contribute to the development of a safe organisational culture consistent with the philosophy and values of MCS. Take action to address identified/reported WHS matters in line with the hierarchy of controls/organisational requirements. Adhere to safe work practices at all times.
6. Other Duties	<ul style="list-style-type: none"> Participate in staff development and team meetings. Work as an effective team member in accordance with MCS mission, purpose and values. Other activities as directed.

POSITION REQUIREMENTS

Required to have	Beneficial to have
<ul style="list-style-type: none"> Minimum of 2 years' experience in Hospitality within the Aged Care/Health Care industry at a Supervisory level. Demonstrated knowledge of food safety management procedures and food service industry standards for Aged Care/Health Care. Ability to manage a roster to ensure consistent staffing. High level communication and interpersonal skills. Demonstrated intermediate ability to use computer IT systems including MS Office. Queensland Provisional Green or above Driver Licence. Ability to obtain positive notice in the legislatively required personal history check in line with service stream compliance requirements. 	<ul style="list-style-type: none"> Previous experience in the aged care industry. Chef qualifications. WHS accreditation.

KEY SELECTION CRITERIA

1.	Demonstrated knowledge and understanding of the food safety standards, accreditation standards, and other compliance requirements within food services within Health or Aged Care industry.
2.	Understanding, responsiveness and focus on excellent service in the satisfaction of residents' needs, including complex dietary requirements.
3.	Demonstrated leadership skills and experience in the supervision of a medium to large commercial catering service team and management of a catering facility/kitchen.
4.	Understanding of menu management and food storage practices within a commercial kitchen.
5.	Willing and able to work within MCS mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed: _____

Name (please print): _____

Date: _____

Approved By: General Manager – Aged Care Services

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