

# POSITION DESCRIPTION

## Catering Coordinator

<b>SERVICE STREAM</b>	Retirement Living & Aged Care
<b>LOCATION</b>	Nudgee
<b>CLASSIFICATION</b>	Level 7 - Aged Care Award 2010
<b>REPORTING RELATIONSHIP/S</b>	Service Manager

### OUR PURPOSE AND VALUES

Mercy Community Services supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community Services provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

### POSITION PURPOSE

This position 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

<b>1. Mission, Vision &amp; Values</b>	<ul style="list-style-type: none"> <li>• Execute the duties and functions of the role within the mission and values of Mercy Community Services.</li> <li>• Participate in mission formation programs and activities as required.</li> <li>• The model of care is consistent with the MCS mission and values, is articulated to staff and other stakeholders and reviewed regularly.</li> </ul>
<b>2. Service Delivery</b>	<ul style="list-style-type: none"> <li>• Lead the catering team in the day to day delivery of food services to aged care residents, visitors and events</li> <li>• In consultation with the Service Manager, chef and dietitian, assist in the development and maintenance of menus that are nutritious, varied and suitable for residents.</li> <li>• Monitor and manage the purchase, receipt documentation, and storage of all catering supplies.</li> <li>• Maintain best practice stock management, which ensures minimal wastage occurs.</li> <li>• Oversee periodical stocktakes of stored food, as required.</li> <li>• Ensure that food production, transport and service is in accordance with the Food Safety Program procedures, and supporting documentation is maintained.</li> <li>• Contribute to the overall management of the hotel services through constructive participation in the hotel service management group.</li> <li>• Assist the Service Manager to build and maintain the Food Safety Program, including: <ul style="list-style-type: none"> <li>❖ Approved supplier program</li> <li>❖ Food recall program</li> </ul> </li> </ul>

**Approved By: General Manager: Retirement Living & Aged Care Services**

<b>Approval Date:</b>	Sept 2017	<b>Implementation Date:</b>	Sept 2017	<b>Review Date:</b>	Sept 2019
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### KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> <li>❖ Food handler program</li> <li>❖ Calibration, cleaning and sanitation</li> <li>❖ Pest control</li> <li>• Equipment maintenance.</li> </ul>
<b>3. Leadership</b>	<ul style="list-style-type: none"> <li>• Lead, mentor, support and supervise staff and role model MCS values and frameworks.</li> <li>• Ensure that the Food Service team is sufficiently staffed and trained to meet service and roster requirements.</li> <li>• Conduct performance counselling, discipline processes in consultation with the Service manager and Human Resource Management.</li> <li>• Participate in the recruitment and selection processes for vacancies.</li> <li>• In conjunction with the Service Manager, facilitate the professional development and performance appraisal of direct reports.</li> <li>• Facilitate effective induction processes, including buddy shifts to ensure new staff are suitably trained before working individually, ongoing mentoring as required.</li> <li>• Ensure employees obtain and/or maintain all required personal history checks and an unrestricted Queensland Driver Licence.</li> <li>• Conduct on-shift staff meetings and training sessions as required.</li> <li>• Participate in the development of staffing rosters and fulfilment of shifts when and where required.</li> </ul>
<b>4. Personal Performance &amp; Professional Development</b>	<ul style="list-style-type: none"> <li>• As a member of the Leadership Team, provide collaborative leadership and ensure that your own behaviour, and the behaviour of others, is congruent with the Mercy values, Integrated Leadership System and Code of Conduct.</li> <li>• Keep abreast of current trends and legislation relating to the provision of services.</li> <li>• Participate in all relevant and mandatory development programs organised by MCS.</li> <li>• Participate in performance appraisal and review processes.</li> <li>• Personal and professional development activities are undertaken to maintain competency and to develop further skills. These are negotiated as part of the performance management processes of goal setting and review.</li> </ul>
<b>5. Documentation, Quality Systems &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Comply with all Mercy Community Services policy and procedures.</li> <li>• Perform duties in accordance with organisational requirements.</li> <li>• Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation.</li> <li>• 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 your line manager.</li> <li>• Ensure documentation is created, stored and archived in line with MCS, licencing and quality assurance requirements.</li> <li>• Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved.</li> <li>• Obtain and maintain receipts for purchases made and process these in accordance with MCS policy and procedure.</li> </ul>

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### KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> <li>• Identify improvements to policy, procedures, work instructions, other organisational systems, and the work environment.</li> <li>• Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required.</li> <li>• Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements.</li> <li>• Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.</li> </ul>
<b>6. Work Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• While at work, you must:             <ul style="list-style-type: none"> <li>○ Take reasonable care for your own health and safety; and</li> <li>○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and</li> <li>○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and</li> <li>○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you.</li> </ul> </li> <li>• Whilst conducting work activities you must:             <ul style="list-style-type: none"> <li>○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and</li> <li>○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and</li> <li>○ Attend safety meetings and inductions or training and participate in the safety program; and</li> <li>○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.</li> </ul> </li> </ul>
<b>7. Other Duties</b>	<ul style="list-style-type: none"> <li>• Participate in staff development and team meetings.</li> <li>• Engage in reflective practice and participate meaningfully in regular supervision sessions within MCS guidelines.</li> <li>• Other duties as directed.</li> </ul>

### POSITION REQUIREMENTS

#### Required to have

- 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 Word and Excel.
- Queensland Provisional Green or above Driver's License.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.
- For applicable programs, evidence of current vaccination against whooping cough or willingness to obtain prior to commencement, unless applicable exemption provided as per the relevant MCS procedure.

#### Beneficial to have

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- 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 a Christian context and Mercy Community Services' 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:

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