

Position Description

Cook

Date: March 2022
Division: Community Services

Position title:	Cook
Classification:	Care Service Employee (Support Stream) - Grade 3
Reports to:	Facility Administrator
Direct reports:	Kitchen Hand
Liaison:	Internal – Director of Nursing, facility staff, residents, and their family. External – Suppliers.
Position purpose:	The Cook supervises all kitchen staff during the food preparation and meal service to residents. The Cook is responsible for providing best practice service in food preparation, kitchen cleanliness and efficient food delivery to residents and the general cleanliness of the kitchen, dining rooms, servery areas and associated equipment.

1. Organisational Commitment

Employees are required to work toward the goals, values and corporate objectives of the Uralla Shire Council and accordingly demonstrate the following inherent requirements:

- **Professionalism, Integrity & Ethics**– display a high level of effort and commitment to work performance, exercise reasonable skills and diligence, adhere to Council and industry standards and codes of ethics, and demonstrate trustworthiness and responsible behavior.
- **Teamwork** - encourage and facilitate cooperation, pride, trust, and group identity; foster commitment and team spirit; work cooperatively with others to achieve required outcomes.
- **Customer Service** - work and communicate with the general public, internal and external customers to provide information and quality services targeted to meet customer expectations.

2. Responsibilities, Competencies and Accountabilities

Core Responsibilities

1. Responsible for the management of food services ensuring cohesion and efficient use of resources including running to budget.
2. Ensure that the RACF Manager is informed of all significant matters concerning the food service.
3. Take reasonable care for all health and safety of persons in the work area.
4. Monitor all aspects of ordering, delivery, storage, rotation, cleaning schedules, temperature monitoring etc.
5. To have knowledge of the Food Act and its regulations pertaining to this organisation.
6. To ensure all food is stored, prepared and served in accordance with the Food Act and Regulations.
7. To prepare adequate and nutritionally sound meals i.e. breakfast, main hot meal and desert, an evening meal, morning and afternoon teas and possibly supper.
8. To cater for special diets as directed or requested
9. Provide catering for special occasions or events as directed by RACF Manager including birthday cakes, Christmas, Easter, Melbourne Cup Day etc.
10. To ensure meals are delivered to rooms as required.
11. To keep and leave work areas clean and tidy, including wash and store utensils used during preparation and cooking.
12. To report any defective equipment.
13. Assist in the development of kitchen budgets including food supplies and the replacement and repairs of equipment.
14. Carry out other duties as directed within the scope, skill and competence level of the position and employee.

Key Tasks

As per those determined in the annual divisional review and within the essence of the positions core responsibilities, (as set out above), not withstanding the need to review and alter the list in response to operational changes, workloads and staff development on an on-going basis. Where it is required that tasks need to be added/removed this will be clearly communicated to the incumbent.

Competencies and Accountability

The incumbent will be required to have competencies and accountability relevant to the position in-line with those set out in the Charitable Aged and Disability Care Services (State) Award for Care Service Employee – Grade 3, they are as follows:

An employee who holds either a Certificate Level III in Care Support Services or other appropriate qualification/experience acceptable to the employer and:

is designated by the employer as having the responsibility for leading and/or supervising the work of others; or

is required to work individually with minimal supervision and has been designated by the employer as having overall responsibility for a particular function within the facility.

An employee who holds appropriate trade qualifications and is required to act on them. Where the work of such employee requires the holding of a licence, the licence allowance from the applicable State trades award shall be paid.

Employees at this level may be required to plan, direct and train staff and comply with documentation requirements as determined by the employer and assist in the development of budgets.

Indicative tasks an employee at this level may perform are as follows:

Typical Duties

Care Stream	Support Stream	Maintenance Stream
Co-ordinate and direct the work of staff.	Responsible for the planning, ordering and preparing of all Meals.	Carry out maintenance, repairs, gardening and other tasks falling within the scope of trades skills.
Schedule work programs on a routine and regular basis.	Responsible for the provision of domestic services.	Undertake the more complicated repairs to equipment and appliances calling for trades skills.
Develop and implement Programs of activities for Residents.	Schedule work programs on a routine and regular basis.	Co-ordinate and direct the work of staff performing gardening duties.
Develop resident care plans.	Co-ordinate and direct the Work of staff.	Schedule work programs on a routine and regular basis.
	Drive a minibus or larger vehicle.	

Performance Measures

As per those set out in the annual performance assessment, or as determined following the appointment of a new officer for a remaining part year.

Performance measures are determined giving consideration to the desired corporate objectives of the organisation as set out in Corporate Service Plans and the broader community services delivery outcomes as detailed in Councils Operational Plan and Delivery Program.

Delegation of Authority

Delegations of Authority are detailed under separate official delegation instrument through the General Manager and are reviewed annually.

The freedom to act and make decisions is governed by clear objectives and budgets with frequent prior consultation with management and a regular reporting mechanism to ensure adherence to such objectives and budgets.

3 Terms and Conditions of Employment

Required personal attributes and qualities

- Leadership – The ability to demonstrate and provide leadership in the long term interests of the organisation.
- Understanding and acceptance of a change culture – The ability to embrace a continual change position and readily look to seek out and implement new initiatives for the betterment of the community and for the long term sustainability of Council's operations.
- Relationships – The ability to build effective and productive relationships within internal and external stakeholders.
- Commitment, attitude and application to duties – The ability to apply an appropriate level of commitment, attitude and application to duties which will result in measurable outputs and results against identified performance indicators.
- Professionalism – The ability to participate and contribute as a team member in a manner which is supportive and professional, including being respectful of differences of opinion, whilst maintaining the ability to accept the final determination.
- Cooperation and cohesion – The ability to maintain cooperation and cohesion when undertaking all duties in an environment where leadership is provided and professional standards are observed.
- Positive and proactive – The ability to maintain a positive and proactive disposition in times of contradiction and challenge to ones professional and ethical position.
- Practical and common sense approach – The ability to apply a practical and common sense approach to problem solving and to look for innovative solutions.
- Ethics, integrity and values – to always display ethics, integrity and values that reflect personal conduct beyond reproach.

Corporate Accountabilities

- Comply with all legislative requirements of the role.
- Ensure that personal and professional behavior is consistent with the values outlined in the Model Code of Conduct for Local Councils in NSW and the Uralla Shire Council Workplace Standards of Conduct.
- Adhere to Council plans, policies, protocols and (as required) actively document and revise procedures to ensure they remain current and relevant.
- Store and maintain corporate records in Councils electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimize exposures to risk.
- Dress appropriately for the role, including wearing an appropriate uniform if required.

Perform as a Team Member

- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.

- Take responsibility for and manage own work and contribute to a productive team and work environment.
- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.
- Undertake an annual performance assessment and contribute to the development of annual work and training plans.

Customer Service Responsibilities

- Comply with Councils Customer Service Charter and Standards.
- Be accessible and provide customers with clear and accurate information.
- Communicate with customers in a professional and courteous manner.
- Maintain a proactive flow of information with customers.
- Manage customer enquiries, complaints and record keeping within required timeframes.
- Maintain a high standard of personal hygiene and grooming.

Work Health and Safety Responsibilities

- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified.
- Participate in the development and review of Risk Assessments.
- Report all incidents and near misses.
- Comply with the return to work program.

EEO and Anti-discrimination Responsibilities

- Adhere to all legislation and follow all protocols and procedures.
- Act to prevent workplace harassment or discrimination and report any known incidents.

4 Selection Criteria

Essential Criteria

- Certificate in Commercial Cookery (or equivalent) and/or experience as a Cook in a service organisation.
- Demonstrated experience working in a similar position.
- Experience managing a kitchen and a team of kitchen employees.
- Ability to prioritise workloads, demonstrate flexibility and achieve outcomes within specified timeframes.
- A working knowledge of the roles and responsibilities set out in the Workplace Health and Safety Act, Infection Control and the principles of equal employment opportunity.
- Covid 19 vaccination (or valid exemption due to medical contraindication).
- Demonstrated interpersonal and written communication skills.
- Ability to demonstrate understanding and communicate effectively with older people.
- Ability to implement continuous improvement practices.
- Knowledge of food safety legislation.

Desirable Criteria

- Experience with HACCP implementation and review
- Experience working within an aged care setting
- Experience supervising kitchen staff

5. Acknowledgment

I have received and read the position description as detailed above.

Job Occupant:

Date:

Name:

Supervisor:

Date:

Name:

Key tasks, performance measures and delegations of authority documents will be provided by your supervisor.

Please note- Position Descriptions are reviewed to maintain currency and may need to be altered from time to time. Any changes will only occur following consultation with the incumbent and will reflect the organisational requirements at the time.