

Cook, Freeman House – Health Services

Position Description

Directorate:	Vinnies Services
Reports to:	Team Leader, Accommodation and Catering – Freeman House
Direct reports:	NIL
Location:	North West region - within the geographical region of the service package or service.
Primary position objective:	Create healthy nutritious meals for large groups in a residential setting.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Cook, Freeman House will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Orientate, supervise and mentor kitchen volunteers to ensure high quality service delivery and delegate tasks as required.
- Support the training and orientation processes for new staff and volunteers in the kitchen and kitchen related processes.
- Disseminate relevant information to other kitchen staff via various communication methods.
- Attend regular staff meetings and participate in relevant training as required.
- Participate in 'Stronger Together' and other performance appraisal, management and development processes.
- Plan menus within the allocated budget and in collaboration with the Chef.
- Maintain a good working relationship with suppliers and OZ Harvest.
- Ensure the day to day purchase, delivery, storage, preparation, cooking, service and presentation of food and drink to residents is complete within the required timeframes and standards.
- In consultation with the Chef, residents and other health professionals, devise a functional and seasonal menu that caters to resident preference and dietary and nutritional needs.
Provide meals that are well accepted by residents in type, quantity, quality and variety.
- Maintain a high standard of preparation to minimise nutritional losses and avoid bacterial hazards.
- Maintain a safe rotation of food items from a variety of suppliers.
- Ensure hygiene practices are implemented and followed in line with the relevant food handling and food safety standards.
- Ensure all aspects of the kitchen are thoroughly cleaned before and after food preparation.
- Supervise and participate in day to day service and delivery of meals as well as provide catering for meetings and special events where required.
- Facilitate and supervise client involvement at meal times.
- Assist with the living skills program and support client involvement in the kitchen as part of this program.
- Maintain appropriate data collection, menu planning documents and daily journals in accordance with Freeman House Policy and Procedure.
- Ensure the Chef and Team Leader, Accommodation is kept up to date with required scheduled maintenance of equipment and maintenance requests are followed up.
- Ensure all equipment used by staff is kept in safe working order and any faults are brought to the attention of the Chef and Team Leader, Accommodation. Ensure competent administration of kitchen documentation in accordance with relevant legislation: infection control guidelines, NSW food handling guidelines, chemical controls.
- Ensure food safety is followed by visitors, volunteers, staff and clients at all time.
- Ensure operational efficiency and cost-effective service delivery, assist the Chef and the Team Leader, Accommodation with the review process where required.
- Ensure cleaning chemicals are ordered and stored safely in line with the relevant policy, procedures and legislation.

- Comply with infection control guidelines.
- Prepare for external food safety audits and accreditation, monitor the kitchens compliance and undertake necessary training and upgrades to ensure ongoing compliance.
- Maintain a good relationship with other stakeholders that interact with Freeman House and its clients.
- Be available to occasionally undertake other duties appropriate and relevant to this position.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Client's needs are met efficiently and effectively.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents are minimised in our services.

Key working relationships

In addition to the Team Leader, Accommodation – John Purcell House and their direct reports, the Cook will foster close working relationships with:

- Team members, Health Services (Vinnies Services);
- Team members, Homelessness and Housing Services (Vinnies Services);
- Team members, Community Inclusion Services (Vinnies Services);
- Conferences.

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.

- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Hold a current 'Food Handlers' certificate.
- Demonstrated ability to cook for large groups of people and to cater for dietary and nutritional needs of a diverse client group.
- Ability to understand and implement WHS and Food Handling related safety requirements.
- Willingness to work with, and empathise with, people experiencing drug and alcohol issues.
- An ability and commitment to maintaining an ethical, yet non-judgemental, attitude towards clients and staff.
- Demonstrated ability to work as a team member.
- Good interpersonal and communication skills.
- An ability to work unsupervised.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience cooking in a health or community services environment.
- Experience working with people with alcohol and/or other drug abuse issues.
- Relevant food preparation and/or handling qualifications.
- Experience cooking a broad range of menus.