

## Position Description – Catering Team Member

### Core Detail

<b>Title</b>	Catering Team Member
<b>Objective</b>	To ensure that all resident meals are prepared and delivered to a high standard to promote an environment of health and wellbeing for all residents.
<b>Role</b>	Assist in delivering high quality food services/meals to residents (and their guests, if pre-arranged)

### Position Parameters

<b>Employment</b>	Full time, permanent part-time, casual
<b>Reporting to</b>	Village Manager
<b>Modern Award</b>	Aged Care Award 2010
<b>Award Classification</b>	Aged Care Employee (Level 2) (Food Services Assistant)
<b>Location</b>	TriCare Retirement Communities

### Detailed Description of the Position

<b>Catering and Special Diets</b>	<ul style="list-style-type: none"> <li>• Adhere and, comply to, legislation when preparing, presenting and delivering meals and beverages. Ensure that meals, that are prepared using set menu options/recipes, are palatable and nutritious.</li> <li>• Handle all foods according to the food safety plan.</li> <li>• Ensure that the food cooked is of suitable consistency for the consumption of individual residents.</li> <li>• Prepare food in appropriate quantities consistent with the residents' menu choice.</li> <li>• Prepare cultural/religious meals to meet the needs of individual residents.</li> <li>• Prepare Special Diets in accordance with dietician or Clinical Manager guidelines (e.g. Diabetic, high/low protein, gluten free or coeliac).</li> <li>• Be aware of residents' food preferences and substitute alternatives where possible.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Prepare and present food within set time-frame to ensure freshness and quality; and to maintain food safety.</li> </ul>
<b>Ordering, Delivery, Stock Control and Food Storage</b>	<ul style="list-style-type: none"> <li>• Ensure that the food delivered is stored correctly and rotated First In, First Out (FIFO).</li> <li>• Liaise with the Chef Manager regarding resident feedback, special food orders, catering for special days/events (e.g. Christmas, Australia Day, ANZAC Day, Melbourne Cup, Easter, Remembrance Day).</li> <li>• Order products according to the method advised by the supplier (e.g. online, emailing/faxing of supplier generated order form or TriCare order form).</li> <li>• Reconcile food deliveries (weigh or count) against order, whilst checking the quality of all products received. Return any products/orders that are not acceptable.</li> <li>• Transport food safely and hygienically.</li> <li>• Check that cleaning schedules are adhered to and that the condition of food preparation/service areas is acceptable.</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Participate in, and contribute to, effective teamwork through communication, organisation of activities and sharing of duties.</li> <li>• Accept responsibility for work activity and request clarification of duties or procedures if required.</li> <li>• Maintain a clean and tidy working environment.</li> <li>• Participate in new employee and new resident orientation activities.</li> <li>• Support and act as a role model to all new employees.</li> <li>• Establish and maintain positive relationships with colleagues and employees.</li> <li>• Perform the duties and responsibilities that TriCare assigns to the employee. TriCare may vary these duties and responsibilities at any time.</li> <li>• Work in any area within the Aged Care Residence as directed.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Bring to the attention of the Manager any possible problems or issues of concern regarding any aspect of the catering services.</li> <li>• Request clarification relating to work activity or procedure when an unfamiliar or unknown situation arises.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure courteous communication with all employees, residents and visitors.</li> <li>• Report any evidence of pest infestation immediately.</li> <li>• Identify and report any factors that may place residents at nutritional risk.</li> </ul>
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<b>Quality Measures</b>	<ul style="list-style-type: none"> <li>• All food to be prepared, cooked, served and stored in accordance with the relevant food regulations and TriCare Food Safety Program.</li> <li>• Maintain regular cleaning of all areas within the kitchen as per schedule and Food Safety Plan.</li> <li>• Ensure a high standard of personal hygiene and be professionally attired, i.e. corporate uniform for Hospitality employees.</li> </ul>
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## Skills and Knowledge

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### **Essential:**

- Good verbal and written communication skills.
- Knowledge of the different chemicals/detergents and their uses.
- Ability to work with minimal supervision.
- Ability to work with awkward/heavy items of equipment.

### **Desirable:**

- Knowledge of dietary requirements of the elderly.

## Personal/Other Attributes

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- Self motivated person.
- Team player.
- Willingly acts as an advocate for residents and other team members.
- Displays a high level of initiative.
- Flexible approach to working hours.
- Ability to work under pressure.
- Ability to work unsupervised where necessary.
- Acts enthusiastically about improving service levels.
- Exhibits a caring nature.
- Committed to quality outcomes.

## Experience

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### **Essential:**

- Police Check clearance.

### **Desirable:**

- Certificate II in Hospitality/Kitchen Operations (or other equivalent hospitality qualification)
- Aged care food services experience.

## Work Health and Safety

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The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

## Key Personnel Requirements

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Annual Quality Performance Improvement Review.