

JD55 Catering Services Assistant

STANDARD 1 – Outcome 1.6

POSITION DESCRIPTION:

- The Catering Services Assistant:
 - provides food catering services as a team member to meet residents' needs that promotes a positive hospitality environment.
 - assists in preparing and plating/serving food in kitchenettes appropriate to resident dietary requirements.
 - as directed obtains and arranges food equipment, venue, utensils and food supplies for use in preparing, cooking and serving meals.
 - prepares kitchenettes for food services and cleans equipment/utensils for further service
 - may undertake basic cooking for food preparation in kitchenettes or kitchen.
 - understands and responds to special diet needs and prepares a range of beverages.
 - must have sound communication skills to meet team performance standards and customer services standards and be able to follow written and oral instructions.

QUALIFICATION REQUIREMENTS:

- The Catering Services Assistant must demonstrate sound communications skills when dealing with residents/customers and be able to work with limited supervision. It is preferred that he/she have previous experience as a Catering Services Assistant in another health facility, restaurant, or hotel.
- A current National Police Certificate or equivalent.

AWARD/SALARY:

The Society of Saint Hilarion Inc. Aged Care Sector Union Collective Agreement 2013.

ACCOUNTABLE TO:

- Chef or delegate
- The resident and support group for comprehensive service by:-
 - Understanding and responding to the provision of a nutritionally balanced diet
 - Selection and plating/serving of food to meet special diet requirements
 - assessment of residents' satisfaction.
- Him/herself, fellow workers, senior staff for a safe standard of practice and meet customer service standards by:-
 - self assessment and individual feedback
 - service evaluation
 - ongoing education
 - demonstrating a knowledge of The Society of Saint Hilarion Inc. Aged Care Work Health & Safety policies and carries out the responsibilities designated within that policy.

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- Management for practice according to the philosophy and objectives of The Society of Saint Hilarion Inc. Aged Care by:-
 - fulfilment of job description.

LIAISES WITH:

- Chef and nominated delegate
- Nursing, Personal Carers and Diversional Therapy staff
- All senior staff
- Administration staff
- Residents/Advocate
- Other kitchen staff
- All other employees
- Industry representatives
- Government Representatives.

RESPONSIBILITIES:

- Preparing, organising and delivering food services as scheduled and to effectively and efficiently utilise equipment/supplies provided.
- Provide catering services by responding to menu requests, plating food to agreed standards, communicating further catering needs that promotes a customer service environment
- Understands, recognises and responds to the nutritional, balanced meal needs as documented
- Participates as a pro-active team member that works with Care and Diversional Therapy staff delivering hospitality services, responding to catering needs and responding priority demands.
- Preparation of weekly orders of food supplies, store and rotate stock and attend to scheduled cleaning
- Undertakes personal development and actively contributes to the teams' continuous improvement through the revision of service according to assessment of residents' needs and satisfaction from periodic questionnaires
- Pro-active team member providing an efficient service that works in conjunction with other services in the facility.

APPRAISALS:

New Employees: An Appraisal assessment, which considers performance, competency and training needs will be undertaken prior to completion of probationary period.

Existing Employees: Employees will be assessed annually (or as otherwise directed) by the Chef or Director of Care Services.

(Refer: 1.3 Performance Appraisal/Competency Assessment policy/procedure).

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WORK HEALTH & SAFETY RESPONSIBILITIES:

Be familiar with and comply with the Work Health & Safety Act and Regulations, and the Work Health & Safety policies, procedures, instructions and associated programmes of The Society of Saint Hilarion Inc. Aged Care.

Responsible for maintaining a safe working environment giving proper attention to:-

- Assisting in the development of and observing safe work practices.
- Reporting hazards, accidents/incidents and near misses to immediate Supervisor, and participating in the investigation process as required.
- Participating in regular workplace hazard inspections and implementing the recommended corrective actions to minimise risk to health and safety of staff and residents alike.
- Reporting all equipment malfunctions and required repairs to appropriate Personnel.
- Identification, assessment and control of risks associated with all hazardous tasks, including use of plant and equipment.
- Using machinery, plant and equipment only as trained and authorised.
- Wear personal protective equipment as supplied and instructed.
- Consult Work Health & Safety representative when necessary on Work Health & Safety issues.
- Maintain work area in an orderly and safe condition.
- Support injured workers in the rehabilitation and return to work process.
- Attend and participate in prescribed Work Health & Safety training sessions.
- Be familiar with and comply with emergency procedures, location and operation of fire fighting equipment.

QUALITY ASSURANCE:

Assist with ensuring compliance, implementation/review of the Standards and Guidelines for Residential Care Services with The Society of Saint Hilarion Inc. Aged Care's Quality Systems by:

- Observing, promoting and encouraging Quality Assurance practices.
- Contributing to and participating in the facility's Continuous Improvement program.
- Assisting in regular and effective Quality Assurance audits, and implementing steps to introduce corrective actions, where applicable.
- Observing Quality Assurance requirements during the induction of new staff and when staff are given new tasks.
- Take an active and co-operative role in supporting employees from non-English speaking background and those with limited literacy and respect the varying cultural backgrounds of employees and residents.
- Employees with bi-lingual and bi-cultural skills are encouraged to be actively involved in the Work Health & Safety and Quality systems.

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Employee Name (print clearly): _____

Employee Signature: _____

Date: _____

St Hilarion Representative Name: _____

Representative Signature: _____

Date: _____