

# Food Services Cook

## Introduction

This is the position description for the Food Services Cook.

- [Introduction](#)
- [Scope](#)
- [Definitions](#)
- [Policy](#)
  - [Role Description](#)
  - [Reporting Relationship](#)
  - [Qualifications & Experience](#)
  - [Key Duties and Responsibilities - Food Preparation & Delivery](#)
  - [Performance Outcomes](#)
  - [Selection Criteria](#)
  - [Mission, Vision and Values](#)
  - [Professional Conduct](#)
  - [Workplace Health & Safety](#)
  - [Quality Improvement](#)
  - [Ongoing Education & Development](#)
- [References/Resources](#)

## Scope

This position description applies to the Food Services Cook.

## Definitions

Not Applicable.

## Policy

### Role Description

The Cook will work under the guidance of the Chef Supervisor to prepare, cook and serve nourishing, palatable and attractive in house meals for residents which are consistent with the guidelines of the Food Safety Program.

### Reporting Relationship

On a day to day basis this position shall report to the Chef Supervisor.

Indirect reports shall include other organisational management representatives.

### Qualifications & Experience

#### Essential:

- Food Handling Course.
- A certificate relevant to the role (e.g. Certificate III Hospitality – Commercial Cookery).
- Current National Police Certificate (or ability to acquire).

#### Desirable:

- Experience in residential aged care.
- Experience in Hospitality.

### Key Duties and Responsibilities - Food Preparation & Delivery

- Assist with the day-to-day preparation, provision and presentation of an excellent standard of food and drink, ensuring that all meals are well accepted by the residents.
- Assist with the provision of special dietary requirements of individual residents; as specified by the dietician, speech therapist or clinical care team to ensure all nutritional and hydration needs are met.

- Ensure items of stock required are reported to the Chef Supervisor for ordering.
- Documenting, communicating, implementing, delivering and monitoring of the Food Safety Program (FSP) in partnership with the Chef Supervisor.
- Support all catering staff to ensure a clean and non-cluttered work environment is maintained and to regularly promote safe work practices.
- Plan and carry out his/her daily workload in an organised and professional manner; with or without supervision, as per the required duties on that day.
- Any other task not defined but within the employees skills, as directed by the organisation.

## Performance Outcomes

- Complete compliance with the Food Safety Program (FSP) and other governing standards, regulations and codes of practice.
- Clean, healthy, clutter free and safe work environment; plus evidence of proactive minimisation of risks within the work environment.
- Continuity in the provision of quality and varied foods to meet all residents needs.
- Adequate stock of supplies to meet the effective and efficient daily operation of the department.
- Six monthly and annual review of the FSP and successful outcomes of internal and external audits.
- Resident and staff satisfaction.

## Selection Criteria

1. Demonstrated ability to maintain a high standard in preparation, ordering, storage and food handling.
2. Demonstrated ability to organise a kitchen team within a busy environment.
3. Knowledge and experience in menu planning for dietary and nutritional requirements.
4. Working knowledge of legislative requirements including Workplace Health and Safety and Food Safety Standards.

## Mission, Vision and Values

It is a condition of employment that each employee will, at all times, uphold our organisation's mission, vision and values:

- **Mission:** To care for the elderly in our communities in an environment of respect, value and belonging.
- **Vision:** A world where the elderly feel respected, valued and enjoy a quality of life.
- **Values: Respect:** Treat all people with fairness and dignity. **Care:** Look after and protect the elderly, and each other. **Teamwork:** Encourage, cooperate and build trust. **Courage:** Do the right thing, even when it's difficult. **Integrity:** Be open, honest and trustworthy. **Innovation:** Think differently to solve problems. **Excellence:** Drive quality to continuously improve.

## Professional Conduct

- Unless directed otherwise, perform the duties of the position according to the organisation's policies and procedures, as varied from time to time.
- Comply with all reasonable and lawful requests or directions given by the organisation.
- Promote the organisation's values, reputation and integrity.
- Ensure a high standard of personal appearance and conduct: that is, clean, neat, tidy, punctual, and respectful language and manner toward residents, visitors and other employees.
- At NO TIME must information related to a resident, family or other employee be discussed with anyone other than the relevant individual or professional providing care.
- Ensure a flexible and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected.
- Report all incidences of suspected or actual abuse of residents and participate fully in the investigation of such incidences. This includes but is not limited to physical, sexual, financial, verbal or emotional abuse.
- Nursing employees must, at all times, adhere to the Australian Health Practitioner Regulation Agency's codes and guidelines for nurses.

## Workplace Health & Safety

- Perform the duties of the position according to applicable workplace health and safety legislation and regulations by complying with the organisation's policies and procedures.
- Participate in the identification, risk management and infection control programs and contribute to a clean, safe and healthy work environment to ensure the safety of residents, visitors, other employees and self.
- Report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue.
- Participate in problem solving processes to resolve workplace health and safety and infection control issues.

## Quality Improvement

- Provide competent care in accordance with the organisation's policies and procedures, and legislative requirements relevant to the role.
- Complete an Improvement Form when there is an identified need to improve.
- Actively participate and contribute to quality activities which promote quality improvement to care provided, such as, follow up of Improvement Forms, attendance at staff meetings, ongoing education, internal assessments, review of procedures, and evaluation of new products and equipment.

## Ongoing Education & Development

- Attend annual mandatory training as required by the organisation, including but not limited to, manual handling, emergency procedures, and infection control.
- Participate in non-mandatory training as provided from time to time at the facility or via the Aged Care Channel online.
- Regularly read work emails and staff notice boards at the facility to remain up-to-date with the organisation's communication including staff memos.
- Membership of relevant professional groups and or associations is recommended.
- The organisation is committed to a program of on-going performance appraisals for each employee. Each employee is required to undertake performance appraisals as required by the organisation.
- Work toward annual training objectives following annual appraisal to ensure skills and knowledge remain up-to-date to fulfill role.

## References/Resources

Not Applicable.