

Navorina Nursing Home is committed to the provision of high quality residential care for our residents. It achieves its mission by attracting and retaining the best staff.

Responsible to: Hospitality Manager

Responsible for: Provision of high quality hospitality and catering services to the Care Recipients of the facility through the preparation and serving of Care Recipient meals.

The positive guidance and supervision of Food Services Assistants in the undertaking of their roles.

Ensuring all duties including food preparation are to be undertaken in accordance with the food safety plan and relevant regulatory requirements and occupational health and safety requirements.

ACCOUNTABLE FOR:

Providing high quality hospitality and catering to the Care Recipients of the facility. The Cook will liaise closely with the staff, Care Recipients and visitors in a manner which:-

- Is in accordance with the mission, vision, values, policies and procedures of Navorina Nursing Home.
- Is consistent with The Care Recipients' Charter of Rights and Responsibilities.
- Is consistent with the Employee Code of Conduct.
- Reflects current knowledge and best practice in delivery of services.
- Fosters best practice and effective performance by staff in an environment which encourages learning and development.
- Ensures a safe working and living environment.
- Is cost effective in the operation and delivery of services.
- Strives to improve the quality outcomes of services provided to Care Recipients.
- Demonstrates excellence in customer service at all times.

KEY RESPONSIBILITIES

1. HOSPITALITY AND CATERING SERVICES

- 1.1 Demonstrates a positive attitude to older people/needs of Care Recipients.
- 1.2 Demonstrates Care Recipient orientation and be responsive to the specific needs of Care Recipients by individualising food services wherever possible.
- 1.3 Demonstrates prompt and courteous interactions with Care Recipients, families and colleagues.
- 1.4 Seeks feedback with regard to the quality of food and acts upon findings.
- 1.5 Collaborates with lifestyle staff to provide catering for special occasions, Care Recipient customs and celebrations.

2. ASSESSMENT OF CARE RECIPIENTS NEEDS AND PLANNING

- 2.1 Contributes to Care Recipients' quality of life and nutritional wellbeing through the provision of high quality food services.
- 2.2 Liaises with nursing staff to ensure that the Care Recipients' dietary needs (e.g. diabetic) and preferences (including religious and cultural requirements) are provided accordingly, as per the care plan.
- 2.3 Liaises with nursing staff in the identification of special needs of Care Recipients (e.g. swallowing abilities, impact of illness) to ensure all individual and changing needs are met.
- 2.4 Coordinates menu planning, ordering, preparation and serving in accordance with Care Recipients' needs and preferences.

3. PREPARATION, COOKING AND SERVING

- 3.1 Acts as a role model in the maintenance of high hygiene standards and monitors staff compliance e.g. hand-washing, personal cleanliness, wearing of appropriate clothing, headwear and footwear, wearing coloured band aids, not attending work if they are infectious.
- 3.2 Ensures that all food products are prepared, cooked and served in accordance with food safety regulations e.g. monitors temperatures during storage, cooking and serving to minimise risk of food contamination.
- 3.3 In liaison with care staff, ensures that Care Recipients are served their meals in a dining environment that is conducive to eating and comfort.
- 3.4 Ensures Care Recipients' meals are served attractively and practically (e.g. appropriate aids are provided) to support individual's abilities and appetites.

4. CLEANING AND MAINTENANCE

- 4.1 Ensures that all work areas are cleaned and maintained after each meal using the appropriate cleaning procedure.
- 4.2 Ensures kitchen equipment is cleaned and maintained according to manufacturer's instructions and the cleaning schedule e.g. fridges, mixers, ovens, etc.
- 4.3 Ensures that all cleaning materials (e.g. chemicals) and equipment are used and stored in accordance with instructions and to ensure safety to staff and Care Recipients at all times.
- 4.4 Ensures all waste is disposed of in accordance with safe practice.
- 4.5 Identifies and reports maintenance issues promptly.

5. COORDINATION AND MONITORING

- 5.1 Coordinates all food orders in accordance with planned menus that reflect the individual needs of Care Recipients.
- 5.2 Monitors the use of food products and any wastage of supplies or prepared meals, maintain stock control procedures and report any issues of concern.
- 5.3 Monitors the quality of services provided by contracted food suppliers and report issues that are not consistent with service agreements/food safety regulations e.g. temperature of frozen food.

6. HUMAN RESOURCE MANAGEMENT

- 6.1 Orientates and supports new staff to the role, environment and equipment including health and safety factors.
- 6.2 Coordinates and facilitates annual performance appraisals for food services staff.
- 6.3 Develops and foster teamwork through role-modelling and clear, participative communication processes.
- 6.4 Reports any concerns regarding Care Recipients' health to the registered nurse.
- 6.5 Participates in team processes and contributes to team goals e.g. attendance at team and committee meetings as may be required.
- 6.6 Delegates to Food Services Assistants activities commensurate with their scope of practice and ensures that all catering staff adhere to legislative requirements and food handling regulations.
- 6.7 Contributes to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of other team members in the delivery of a quality service.
- 6.8 Communicates in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
- 6.9 Encourages, mentors and supports existing and new staff in their roles, and assists their further development through positive leadership, guidance and education.
- 6.10 Brings substandard performance issues to the timely attention of Management and works with Management and the employee on an improvement plan.
- 6.11 Uses all resources and equipment in an effective and cost efficient manner.

7. COMPLIANCE/ACCREDITATION/CONTINUOUS IMPROVEMENT

- 7.1 Complies with all policies and procedures; be able to locate and refer to the relevant policy manuals. Demonstrates an understanding of the legal aspects of these policies and comply at all times (e.g. Aged Care Act, Food Safety Act, OH&S Act) in accordance with role.
- 7.2 Provides food services in accordance with the aged care accreditation standards. In particular ensure compliance with expected outcomes 1.8 Information Systems, 3.9 Choice and Decision-Making, 4.7 Infection Control and 4.8 Catering, Cleaning and Laundry. Liaises with the nursing and care staff in ensuring compliance in 2.10 Nutrition and Hydration.
- 7.3 Ensures ongoing compliance with annual food safety plan requirements.
- 7.4 Participates in the implementation of quality activities e.g. conduct of audits, committee meetings. Continually evaluates food services provided to Care Recipients to identify better ways of doing things and document ideas.
- 7.5 Maintains knowledge and updates skills relevant to the position through participation in ongoing staff development activities. This includes attending mandatory training and food safety refresher course.
- 7.6 Participates in change activities; to this end this position description is intended to clarify the main areas of responsibility. The staff member may be asked to perform other duties as requested within the realm of their knowledge and skill level.

8. DOCUMENTATION

- 8.1 Ensures all information pertaining to Care Recipient Food and Fluid requirements – *particularly those Care Recipients who require modified diet or fluids, or have specific allergies* are up to date **at all times**.
- 8.2 Maintains food services records and other data as required e.g. temperature recordings, cleaning schedules.
- 8.3 Documents comments, compliments and complaints (on behalf of Care Recipients where appropriate) or own feedback (CI form) to identify better ways of doing things through the quality management system.

9. OCCUPATIONAL HEALTH AND SAFETY/FOOD SAFETY

- 9.1 Adheres to Occupational Health and Safety regulations, policies and procedures.
- 9.2 Adheres to all Food Safety regulations, policies and procedures and ensure food safety plan is appropriately and accurately documented.
- 9.3 Ensures food preparation and food storage is in accordance with the food safety plan and regulatory requirements.
- 9.4 Undertakes all duties in a manner with due regard for the wellbeing and safety of self, colleagues and Care Recipients.
- 9.5 Demonstrates an understanding of own role and responsibility in the event of fire and/or other emergency.
- 9.6 Monitors the safety of equipment and ensure equipment is maintained, cleaned and used in a safe manner in line with manufacturers' instructions and organisational guidelines, and report any breakdown or requirements in a timely manner.
- 9.7 Works in a safe manner at all times and participate in occupational health and safety activities e.g. conduct of workplace inspections, monitoring of the safety and cleanliness of equipment and the environment and act upon findings.
- 9.8 In the event of accidents or incidents that involve staff, Care Recipients or volunteers, accurately completes accident/incident forms as may be required and report.
- 9.9 In the event of hazard identification, complete appropriately documents and reports to management and maintenance staff.
- 9.10 Participates in training and education sessions regarding occupational health and safety.

10. PROFESSIONAL RESPONSIBILITIES

- 10.1 Maintains abreast of current practice and trends in provision of food services.
- 10.2 Actively participates in continuing education and development.
- 10.3 Where service delivery issues are unclear or beyond own abilities and qualifications, seek assistance and clarification.
- 10.4 Regularly reviews and critiques own work performance and participates in scheduled performance appraisal.
- 10.5 Complies with all Privacy Legislation requirements and Ottrey Home's confidentiality policy when communicating any and all information pertaining to Care Recipients, staff and the operations of Ottrey Homes.
- 10.6 Ensures efficient utilisation of resources and appropriate cost containment including staff and visitor meal payments.

KEY SELECTION CRITERIA

To competently perform in this position, the person should possess the following knowledge, skills and experience:

Mandatory:

- Formal qualifications/training in hospitality/food safety.
- Food Safety Supervisors Qualifications.
- Previous experience in a Residential aged care or similar setting.
- Demonstrated empathy for the needs of Care Recipients and commitment to uphold Navorina Nursing Home’s mission, vision and values.
- Demonstrated experience in ability to provide food services in a Residential aged care or similar setting.
- Good communication skills including the ability to consult with Care Recipients and staff regarding individual’s nutritional needs and preferences.
- Ability to manage food services that includes menu planning/ordering, liaison with food suppliers, stock monitoring and control for the efficient use of resources.
- Demonstrated ability to comply with legal requirements (e.g. Residential aged care standards, Food Safety Act and OH&S Act i.e. hygiene and safety standards).
- Ability to use and maintain equipment in a safe manner at all times.
- Ability to document and maintain records in accordance with the food safety plan.
- Demonstrated ability to supervise staff and manage own routine and workload.
- Demonstrated commitment to ongoing learning and participation in continuous improvement activities.
- Ability to work to deadlines.
- Proven ability to work both independently and to participate as an effective team member.
- Highly developed interpersonal skills and ability to work with Care Recipients of differing backgrounds whilst maintaining role and professional boundaries.

Desirable:

- Recent professional development in OH&S, nutritional needs of the elderly.

PERFORMANCE APPRAISAL

The Cook’s performance shall be evaluated by the CEO at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

Employee Position Declaration

I have chosen to accept the offer of employment at
(Please write your full name)
Navorina Nursing Home.

Initial

In accepting this offer I have read and understand the Position Description I understand that the information provided is a general outline and may not encompass every aspect of the position.

I understand that this is separate to the Employment Contract that I will sign, outlining the Employment Details.

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Signature

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Date