

Position Description – Cook - Food Services Team Leader

Core Detail

Title	Cook – Food Services Team Leader
Objective	To co-ordinate the preparation, cooking and service of meals and oversee the operation of the Retirement Village Food Service, ensuring highest quality of services, hygiene, cleanliness and tidiness.
Role	In accordance with set schedules/task lists, perform all preparation, cooking, service and supervision of the food service either primarily or in assistance to the Food Services Manager.

Position Parameters

Employment	Full time, permanent part-time, casual
Reporting to	Food Services Manager/Village Manager
Staff directly supervising	Food Services Team Members (in absence of Food Services Manager)
Location	TriCare Retirement Community

Detailed Description of the Position

Food Service	<ul style="list-style-type: none"> • Organise efficient meal preparation and cooking procedures ensuring meals are well presented at all times in accordance with standard recipes and menus. • Perform/oversee the service of meals according to set times including dining room service, clearing and clean-up following service. • Ensure that all foods are handled according to TriCare Food Safety Program and compliant with HACCP guidelines and food safety legislation. • Maintain strict stock control over food supplies and consumables. Monitor stock levels and either report purchase requirements or undertake ordering processes. • Check all deliveries to ensure correct quantities and quality of goods received. • Oversee the distribution of breakfast supplies to residents (if applicable). • Monitor and maintain resident special dietary requirements, report on dietary issues and concerns.
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	<ul style="list-style-type: none"> • Liaise with (as applicable) the Food Services Manager or Village Manager regarding issues in relation to the food service including menu's, food quality, complaints, issues with service, supply, staff, plant and equipment. • Complete all reporting requirements in accordance with TriCare systems including Food Safety Manual.
Cleaning	<ul style="list-style-type: none"> • Maintain and follow an efficient cleaning program, maintaining the highest standard of hygiene, cleanliness and tidiness. • Ensure all catering equipment is cleaned and maintained after each use and/or in accordance with schedules. • Ensure all floors, walls, fixtures and fittings are cleaned in accordance with schedules. • Perform all cleaning tasks required after meal service is complete including clearing and resetting tables, washing up, etc. • Remove all waste to collection areas.
Other Considerations	<ul style="list-style-type: none"> • Ensure hygiene and infection control guidelines are maintained at all times. • Ensure the correct and safe use of resources including chemicals, consumables and equipment. • Ensure all equipment is safe and in a good serviceable condition, reporting any malfunctions or concerns immediately to the Village Manager. • Punctual with established work flows and procedures. • Observe discretion, privacy and honesty at all times. Ensure that confidential information is handled in accordance with TriCare policies including reporting items of concern to the Village Manager. • Participation in the expedient and efficient co-ordination of solutions to emergency situations which may arise at the village, including First Aid. • Participate in maintaining TriCare's security procedures. • Participate positively and proactively in team environments, including participation in team meetings. • Promote and implement team decisions and take initiative to assist others in the team. • Participate in ongoing training and development.

Skills and Knowledge

- Sound food preparation and cooking skills in commercial environment.
- Good knowledge of food safety, nutrition, safe and proper use of catering equipment, food service administration.
- Customer service and communication skills.
- Knowledge of cleaning standards, chemicals and associated safety precautions.
- Knowledge of workplace safety.

Personal/Other Attributes

- Commitment to high standards and attention to detail.
- Able to demonstrate a flexible, adaptable attitude at all times and to participate actively within a team.
- Empathy in all dealings with residents and visitors.
- Ability to undertake work with limited supervision.
- Able to accept accountability and responsibility.
- Good communication and observation skills.
- Impeccable standards of personal and food service hygiene.

Experience

- Current First Aid Certificate (or willing to obtain upon appointment).
- Food Safety Supervisor Certification (or willing to obtain upon appointment).
- Minimum 3 years' experience in food preparation and service.
- Ability to supervise others in a team environment.
- Certificate in Hospitality/ Cookery (desirable)
- Retirement Village/ Aged Care experience (desirable)

Work Health and Safety

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.

Performance Measures

Annual Quality Performance Improvement Review.