

POSITION DESCRIPTION

Jan 2019

Position Detail

Position Title:	Food Services Assistant
Reporting to:	Chef Manager/ Cook - Food Services Team Leader and ultimately the Village Manager
Employees supervised:	Nil
Expenditure Authority:	Nil
Location:	TriCare Retirement Community (Village)
Salary & Conditions:	As per Aged Care Award 2010

Job Purpose

To assist in food preparation, meal service and cleaning tasks within the food service ensuring highest quality service to residents and maintaining food safety standards, hygiene and cleanliness at all times. The role may require emergency response and lifestyle support to residents depending on village/ shift requirements.

Main Duties

Food Service:

Responsibilities are to provide assistance with the meal preparation, meal service and cleaning under direction of the Chef Manager or Team Leader including:

- Perform/ assist in the service of meals according to set times including dining room service, clearing and clean-up following service.
- Delivery of meals within the dining room and tray service to residents rooms (unwell or infirm residents).
- Adhere to resident special dietary requirements, report on dietary issues and concerns.
- Provide resident feedback to the Chef Manager/ Team Leader to enable quality standards to be monitored and maintained.
- Assist with the preparation and presentation of meals including cooking in absence of the Chef Manager or Team Leader.
- Ensure that all foods are handled according to TriCare Food Safety Program and compliant with HACCP guidelines and food safety legislation.
- Check deliveries to ensure correct quantities and quality of goods received.
- Advise the Chef Manager if supplies appear low to ensure sufficient stocks can be maintained.
- Distribution of breakfast supplies to residents.

- Complete all reporting requirements in accordance with TriCare systems including Food Safety Program.
- Undertake kitchen and dining room cleaning in accordance with programs, 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.
- Perform all cleaning tasks required after meal service is complete including clearing and resetting tables, washing up, waste removal etc.
- Cleaning of dining room furniture, laundering of linen (if applicable) and floors.

Emergency Response:

- Ensure the expedient and efficient co-ordination of solutions to emergency situations which may arise in accordance with TriCare Emergency Response Procedures
- Provide general first aid to residents/ staff/ visitors if required (does not include medical or nursing). If a person requires more than general first aid care, an ambulance or doctor must be called. Seek direction from Village Manager or Registered Nurse where applicable.
- Ensure all emergencies, incidents and accidents are reported.

Other Considerations:

- Ensuring hygiene and infection control guidelines are maintained at all times.
- Ensuring the correct and safe use of resources including chemicals, consumables and equipment.
- Ensure all equipment is safe and in a good serviceable condition and reporting any malfunctions or concern immediately to the Chef Manager or Village Manager.
- Is punctual with established work flows and procedures.
- Observation of 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.
- Participates in maintaining TriCare's security procedures.
- Ability to undertake administrative tasks including food safety program reporting requirements.
- Participates positively and pro-actively in team environment including participation in team meetings, promotes and implements team decisions and takes initiative to assist others in the team.
- Participate in ongoing training and development

Work Health & Safety

All employees have a personal responsibility to work safely and to ensure that they work in a manner to ensure a healthy and safe workplace for other employees, residents, visitors, contractors and self, according to:-

- The requirements of Work Health and Safety (WHS) legislation;
- Related WHS responsibilities; and
- TriCare's Injury Risk Management (IRM) standards.

Skills and Knowledge

- Sound experience and knowledge of catering operations including meal preparation, service and kitchen hygiene.
- General knowledge of nutrition and dietary requirements.
- Customer service, communication and observation skills.
- Ability to respond in a calm and effective manner in emergency situations.
- Knowledge in the safe use of chemicals, equipment and safety precautions in a commercial kitchen environment.

Qualifications and Experience

- Current First Aid Certificate (or willing to obtain upon appointment).
- Certificate in Safe Food Handling/ Hygiene
- Minimum 2 years of experience working in a commercial catering service
- Proven experience in team and customer service environments.

Personal/Other Attributes

- Commitment to high standards and attention to detail.
- Ability to participate actively within a team, demonstrating a flexible, adaptable attitude in all situations.
- Empathy in all dealings with residents, relatives and visitors.
- Able to accept accountability and responsibility.
- Projects an image that reflects efficiency and dedication. (through standards of dress and personal appearance)

Performance Measures

- Performance Appraisal/Quality Performance Improvement Review (QPIR).