

Position Description – Cook

Core Detail

Title	Cook
Objective	To support the needs of the aged care residence by being prepared to work other Hospitality/Catering roles as required and where current skills can be applied.
Role	To assist the Chef Manager in delivering food services to residents, and adhering to quality and food safety guidelines.

Position Parameters

Employment	Full time, permanent part-time, casual
Reporting to	Chef Manager
Modern Award	Aged Care Award 2010
Award Classification	Aged Care Employee – Level 3 Cook
Location	TriCare Aged Care Residences

Detailed Description of the Position

Main Duties	<ul style="list-style-type: none"> • Ensure food and beverages are prepared as instructed by the Chef Manager. • Ensures that the designated quantity of food items is prepared and served. • Responsible for ensuring there is minimal wastage of food items throughout the preparation process including repackaging, warming or plating. • With minimal supervision, complete delegated catering tasks according to TriCare’s policies and procedures. • Operate all kitchen equipment including bain-marie, cooking equipment and dishwasher in accordance with operating and safety instructions. • Adheres to all standard food preparation procedures and ensures all personal hygiene guidelines are adhered to. • At the end of the shift, provide verbal shift handover report to Chef/Chef Manager (or writes a note if required).
--------------------	--

	<ul style="list-style-type: none"> • Inform the Chef/Chef Manager if safe food practices are not being adhered to or work is not being carried out according to procedures. • Ensure that the residents' dietary and nutritional needs are being met and their individual preferences are considered. • Actively contribute to the Catering Team discussions regarding resident care and enhancing service levels. • Demonstrate an understanding of nutritional needs and food textures in an aged care environment. • Adapt to unexpected changes in the kitchen routines. • Demonstrate safe handling of all kitchen equipment to new employees or agency personnel. • Assist the Chef/Chef Manager in identifying training requirements for catering employees. • Demonstrate understanding for the purpose of regular auditing within catering. • Assist the Chef Manager with data collection for various reporting processes. • Assist the Chef Manager to maintain Accreditation Agency standards. • Assist in locating information as required by any third party auditing bodies, including Accreditation Agency and Local Authorities. • Undertake necessary tasks as advised by your manager, including supervision of Catering Team Members when undertaking the relief Chef Manager role. • Assist in orientation and undertaking buddy shifts with new employees to ensure their understanding of food services standards, shift work flows and routines to be adhered to. • Provide excellent customer service by greeting customers courteously, listening to them when they express their individual requirements and personal tastes, and accommodating reasonable requests.
--	---

<p>Quality Measures</p>	<ul style="list-style-type: none"> • Follow the requirements of the TriCare Food Safety Manual which is available in the aged care residence kitchen and on the company Intranet. • Adhere to the Injury Risk Management program and guidelines. • Able to quickly access and understand the Safety Data Sheet (SDS) for every chemical in the food services area and pinpoint the ingredient, safety, PPE required and storage information within the SDS. • Demonstrate a commitment to undertaking each task correctly and to your best ability.
--------------------------------	---

	<ul style="list-style-type: none"> • Report to the Chef Manager on maintenance issues with kitchen equipment or any other facility maintenance issues, and record in Maintenance Book. • Report to Chef Manager if you identify any possible safety issues, problems or operational issues.
Team Work	<ul style="list-style-type: none"> • Work cooperatively and amicably with team members and members of the personal care and environmental services teams. • Comply with the Aged Care Division Code of Conduct and the Aged Care Division Employee Handbook. • Work with team members to time manage effectively to achieve desired workflows and to meet designated meal service times. • Positively contribute to team development and cooperation via internal communication processes, for e.g., Improvement forms, cc-IRM Meetings and other team meetings. • Share responsibility in ensuring team outcomes are met. • Act as an advocate for catering team members in the workplace. • Assist and support other team members in applying best practice. • Perform the duties and responsibilities that TriCare assigns to the employee. • TriCare may vary these duties and responsibilities at any time. • Work in any area within the Aged Care Residence as directed.

Skills and Knowledge

Essential:

- Demonstrated ability in cooking / catering to meet service requirements.
- Food safety knowledge including handling, cooking and storage techniques.
- Knowledge of the different chemicals/detergents and their uses.
- Good verbal and written communication skills.
- Ability to work co-operatively with all team members.
- Ability to work with minimal supervision.
- Ability to use bulk catering equipment, for e.g. soup kettles, bratt pans, combi ovens.
- Supervision skills.
- Be able to communicate ideas and observations to improve work practices.

Desirable:

- Knowledge of dietary requirements of the elderly.
- Developed literacy and numeracy skills.

Personal/Other Attributes

- Self-motivated person.
- Team player.
- Willingness to participate in training as required for your role.
- Effective time management skills.
- Flexible approach to working hours.
- Ability to work under pressure.
- Ability to work unsupervised where necessary.
- Acts enthusiastically about improving service levels.
- Exhibits a caring nature.
- Committed to quality outcomes.

Experience

Essential:

- Experience in a bulk catering/large restaurant environment.
- Experience in adhering to food safety/quality systems.
- Police Check clearance.

Desirable:

- Cooking skills orientated qualification, e.g. Certificate III in Commercial Cookery.
- Previous Aged Care experience.
- Food Safety Supervisor Certificate.

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.