

Position Description – Chef Manager

Core Detail

Title	Chef Manager
Objective	To provide high quality food service for all residents while complying with all legislation, TriCare food safety and food services standards and within allocated budgets.
Role	Responsible for the efficient management of the food services team, food services operations and the facility kitchens/cafes. Meals must be well prepared, fresh and appealing. The Chef Manager ensures that care recipients and their guests receive a high quality food service.

Position Parameters

Employment	Full time, permanent
Reporting to	Facility Manager
Staff directly supervising	Assistant Chef, Cook, Catering Team Members
Key Relationships	Facility Manager, Group Chef Manager, Group Chefs
Location	TriCare Aged Care Residences

Detailed Description of the Position

Catering and Special Diets	<ul style="list-style-type: none"> Responsible for all compliance aspects of food preparation and cooking, presentation, and meal service. Meals must be prepared using TriCare's approved recipes and be palatable and nutritious. Ensure all foods are handled according to the TriCare Food Safety Manual and compliant with the aged care accreditation standards Nutrition and Hydration requirements. Ensure that the meal components are of a suitable texture to suit individual care recipients. Ensure that an appropriate size meal is served to each care recipient; and that assistance/encouragement is offered if required. Organise the preparation of cultural/religious meals to meet the needs of the individual care recipients.
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	<ul style="list-style-type: none"> • Prepare Special diets in accordance with dietician or Clinical Manager guidelines (e.g. diabetic, high/low protein, gluten free or coeliac). • Prepare and account for kitchen snacks and meals, which are made available after kitchen hours. • Be aware of the care recipients' food preferences and if not available, substitute suitable alternatives where possible. • Prepare and present meals within a set timeframe to ensure freshness and food safety. Meals and components of the meals are served at the optimum temperature for consumption and according to the recipe method/instructions. • Minimise food wastage. • Ensure meal times are adhered to and that Catering Team members and personal care attendants deliver meals in an efficient manner.
Ordering, Delivery, Stock Control & Food Storage	<ul style="list-style-type: none"> • Responsible for ordering appropriate quantities of kitchen products/supplies through approved providers, and checking order upon receipt according to Product Receivable Guidelines. • Liaise with the Facility Manager regarding special purchase orders, for example, prior to ordering food/supplies for upcoming cultural events, for example, Australia Day, ANZAC Day, Melbourne Cup, Easter, Remembrance Day, Christmas and others). • Receive, store and rotate food safely according to the TriCare Food Safety Manual.
Employee Management	<ul style="list-style-type: none"> • Direct and supervise catering employees in their duties, ensuring compliance with shift duty forms, outlined responsibilities, the TriCare Food Safety Manual, TriCare Food Services Standards Manual, Human Resources policies, facility procedures and legislation. • Ensure kitchen and hospitality employees' morale is kept at a high level at all times. • Participation in new team member orientation/essential training and QPIR performance appraisal. • Inform the Facility Manager of any issue requiring his/her attention. • Ensure the allocated budget for food, labour and disposables is adhered to. • Use physical resources to maximum effect.

	<ul style="list-style-type: none"> • Appraise and facilitate the learning needs of colleagues and other employees.
Communication	<ul style="list-style-type: none"> • Liaise with care recipients to check that the catering meets their needs. Respond to feedback, compliments and complaints in a timely and effective manner. Provide summary report to Facility Manager. • Chair various meetings and forums to discuss food services. Stakeholders are invited to meetings to participate in discussions, i.e. Stakeholders include management, care recipients, hospitality team and food service consultants. • Chef Manager to seek clarification from management relating to any work activity or procedure that is unfamiliar or unknown to the Chef Manager. • Ensure courteous communication with employees, care recipients and visitors. • Report pest sightings/evidence of pest infestation immediately. • Identify and report any factors that indicate that a care recipient may be at risk of poor nutrition and/or hydration. All team employees must receive training to be aware of what those factors or signs are.
Teamwork	<ul style="list-style-type: none"> • Participate and contribute to effective teamwork through communication, organisation of activities, sharing of duties and adjusting and reviewing shift work flows to suit changes in daily operations. • Ensure cleaning schedules are adhered to and reviewed regularly and that accurate records are maintained for quality and HACCP purposes. • Participate in new employee/s and care recipient/s orientation activities. • Support and act as a role model to all employees. • Establish and maintain positive relationships with colleagues.
Quality Measures	<ul style="list-style-type: none"> • All food to be prepared, cooked, served and stored in accordance with the relevant legislation, TriCare Food Safety Manual and the TriCare Food Services Standards Manual. • Ensure a high standard of personal hygiene and be professionally attired in the chef uniform. Hospitality

	<p>employees must also maintain this standard and comply with the Corporate Uniform policy.</p> <ul style="list-style-type: none"> • Ensure the Hospitality Team adheres to the Injury Risk Management Standards and guidelines.
Nutrition and Hydration	<ul style="list-style-type: none"> • Ensure the catering service meets and exceeds the level of compliance required under the Aged Care standards for accreditation.

Skills and Knowledge

Essential:

- Certificate III in Commercial Cookery; or equivalent
- Demonstrated knowledge of kitchen operations
- Qualified food safety supervisor
- Good organisation and management skills
- Knowledge of the different chemicals, detergents and their uses
- Advanced verbal and written communication skills
- Professional manner when inducting employees
- Ability to work with minimal supervision
- Ability to work with awkward/heavy items of equipment
- Ability to implement improvements to work practices
- Able to apply performance management procedures as required.

Desirable:

- Additional qualifications in Commercial Cookery/Management
- Knowledge of dietary requirements of the elderly.

Personal/Other Attributes

- Self-motivated person
- Team player
- Advocates for care recipients and team members when support is needed
- Displays a high level of initiative
- Flexible approach to working hours
- Ability to work under pressure
- Ability to work unsupervised where necessary
- Demonstrated ability to supervise employees
- Acts enthusiastically about improving service levels
- Exhibits a caring nature
- Committed to quality outcomes

Experience

- Minimum of four (4) years' experience as a cook in a bulk catering operation
- Previous experience as a Chef/Cook in aged care/retirement living

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.