**Position Description**

**Position**

**Position Title:** Care Service Employee - Catering  
**Department:** Residential Aged Care  
**Responsible To:** Catering Manager / Cook / / Supervisor (or equivalent & where appropriate)

**Date of original Position Description:** August 2010  
**Date of last review/update:**

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**Position Purpose/Job Summary**

The Care Service Employee – Catering is responsible for providing best practice service in food preparation, kitchen cleanliness and efficient food delivery to residents, working across the kitchen, and transporting to Residential Aged Care Services (where applicable) as well as for the general cleaning of the kitchen, dining rooms, servery areas and associated equipment.

_Note: If your role also includes Laundry and/or Cleaning you must also refer to those position descriptions._

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**Knowledge, Competencies & Skills**

**Essential:**
- Knowledge of Aged Care catering policies & procedures and Universal Standards & Precautions
- Understanding of HACCP principles
- Ability to work independently and as part of a multi-disciplined work team
- Demonstrated interpersonal and written communication skills
- Understanding and commitment to workplace equity issues
- Demonstrated knowledge of the legislation relating to occupational workplace health & safety
- Commitment to continuous improvement

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**Education, Qualifications & Special Training**

**Essential:**
- HACCP Accreditation or commitment to complete
- Current NSW Drivers Licence

**Desirable:**
- Tertiary qualifications in food preparation / hospitality operations or working towards.

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**Work Experience**

**Essential:**
- Demonstrable experience in food servery / preparation.

**Desirable:**
- Experience in an Aged Care Service.
- Experience in cleaning within a kitchen environment.

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**Other Requirements (eg. licence/registration)**

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**Indicative Roles & Responsibilities**

**Key Performance Indicators**

**Contributing to the implementation of the Organisation’s Values & Mission Statements**

- Positive feedback is received from colleagues and residents & relatives

**Food Preparation & Delivery**

- Ensure dining room & servery areas are cleaned ready for meal time
- Follow HACCP guidelines at all times
- Follow food preparation instructions from Supervisor.
- Ensure that food is prepared and delivered to residents in a timely & efficient manner
- Ensure that the nutritional requirements of all residents are complied with
- Ensure that food supplies are kept in appropriate temperatures and stock rotated to ensure supplies used within their time limits. Note and stock required to Supervisor.
- Serve/plate food and deliver to residents
- Washing up & loading/unloading dishwasher
- High quality & nutritional food supplied to residents in a timely & efficient manner
- Resident satisfaction as measured through feedback from residents and their family & friends
- Contribution to the kitchen team as measured through feedback from other team members
- Positive Accreditation and Spot visit comments & outcomes
- Monitor food wastage
- Clean servery area & remove rubbish
- Clean kitchen and dining rooms including fridges, cool-rooms, ovens and microwaves

### Developing Self Professionally

- Participates in the appraisal process.
- Participates in professional development as identified at appraisal interview.
- Improves skills by attending regular in-service.
- Keeps up to date with new technologies, techniques and practice.
- Attends compulsory education sessions.

- Recommends changes to current practice based on research from refereed journals.
- Participates in annual Job Description review at appraisal.
- Attends agreed professional development programs.
- In-service record book shown at appraisal.
- Contributes meaningfully to discussions on innovations.
- Inservice record is appropriately endorsed for compulsory education (Fire; Back Care; Infection Control).

### Workplace Occupational Workplace Health & Safety

- Report any breakages to manager
- Advise manager of any kitchen equipment or items that need replacing or repairing as soon as possible.
- Provide a safe working environment for staff, visitors and residents through adherence to the Occupational Health and Safety Act, NSW legislation, regulation and HACCP guidelines.
- Ensure hazards are identified and reported.
- Ensure clean and tidy kitchens and dining rooms are maintained at all times and that all food supplies are in appropriate temperature settings.

- Clean and tidy kitchens and dining rooms are maintained and adhering to all legislative requirements.
- Workplace Occupational Workplace Health and Safety performance indicators are met.

Please this is a summary of key responsibilities. It should be noted that other general tasks and jobs are undertaken which are not listed but would be required at the discretion of the Residential Manager.

Alongside these indicative roles and responsibilities the employee must adhere to Catholic Healthcare Values And Mission And Policy/Procedures – please refer to the Appendix.

### Decision Making Authority/Accountability

- Financial: Nil
- Assets: Nil
- Contracts: Nil
- HR Management: Nil

#### Key Relationships - Internal

<table>
<thead>
<tr>
<th>Communicating With:</th>
<th>Nature of Communication:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Manager</td>
<td>Reporting to</td>
</tr>
<tr>
<td>Chef/Cook/Kitchen or Hotel Services Manager</td>
<td>Reporting to (where applicable)</td>
</tr>
<tr>
<td>Staff</td>
<td>Communication &amp; Collaboration</td>
</tr>
<tr>
<td>Residents</td>
<td>Service Provision</td>
</tr>
<tr>
<td>Resident’s family &amp; friends</td>
<td>Service Provision</td>
</tr>
</tbody>
</table>

#### Key Relationships – External

<table>
<thead>
<tr>
<th>Communicating With:</th>
<th>Nature of Communication:</th>
</tr>
</thead>
</table>

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Please this is a summary of key responsibilities. It should be noted that other general tasks and jobs are undertaken which are not listed but would be required at the discretion of the Residential Manager.

Alongside these indicative roles and responsibilities the employee must adhere to Catholic Healthcare Values And Mission And Policy/Procedures – please refer to the Appendix.
**Mission**

In keeping with Catholic Healthcare’s mission, we in Residential Aged Care enhance life by providing excellent aged care with compassion and respect.

**Values**

- **Compassion:** Nurtures the life of Residents and colleagues; goes beyond the feeling & thinking to action
- **Respect:** Works collaboratively within team and recognises the rights of all people
- **Honesty:** Uses resources responsibly and wisely; is truthful, open and sincere in all communication
- **Hospitality:** Respects and welcomes others, and invites them to share the resources of Catholic Healthcare
- **Excellence:** Provides services of the highest quality and sets an example of excellence in all work

**Competency Requirements**

- **Adaptability:** Maintaining effectiveness whilst adjusting to a changing work environment, different audiences, varying tasks, responsibilities and priorities
- **Building Rapport:** Establishing a connection and affinity with others; achieving harmony with others easily and quickly; demonstrating interpersonal sensitivity
- **Resident Services:** Working from a Resident perspective to ensure Resident satisfaction; focusing on Residents’ needs to drive the solution.
- **Communication:** Verbally expressing thoughts, information and ideas in a clear appropriate manner; expressing ideas and information in writing using appropriate structure, grammar and language tailored to the reader, communicating openly with others.
- **Innovation:** Introducing original ideas; applying new methods; being creative
- **Planning & Organising:** Setting priorities; formulating a method or course of action for self and/or others to follow; planning appropriate allocation of resources.
- **Teamwork:** Working collaboratively and effectively with others to facilitate the achievement of work goals.

**Signature of Incumbent:**

**Signature of Manager:**
Appendix

Catholic Healthcare Policy
It is a condition of employment with Catholic Healthcare that all staff are aware of, and abide by all organisational policies – you can obtain copies of policies from your Manager or on the Catholic Healthcare Intranet site. Any breach of Catholic Healthcare policies may result in termination of employment.

Equal Employment Opportunity Responsibilities
Catholic Healthcare is committed to the policy that discrimination, bullying or harassment in the workplace will not be tolerated. All staff have a responsibility to ensure that they do not act in anyway that constitutes harassment, bullying or discrimination against other staff, and to help maintain a work environment free of harassment, bullying and discrimination.

Workplace Occupational Health And Safety Responsibility & Accountability
Catholic Healthcare is committed to providing safe places of work for all employees. Catholic Healthcare strives to achieve this through the Catholic Healthcare Occupational Health, Safety and Injury Management System. This system is designed to ensure people at all levels within the organisation recognise and commit to their safety responsibilities by signing their WOHS Responsibility & Accountability Statement on commencement.

Maintaining a safe workplace is a key responsibility of your role with Catholic Healthcare. Your manager will discuss these things with you. Catholic Healthcare requires you to report all identified WOHS risks immediately to your manager.

National Police Record Checks
It is a condition of employment, within any Catholic Healthcare aged care or community service, that staff and volunteers undertake a National Police Check or have proof of a current National Police Certificate evidencing that there is no police record which may preclude them from working within aged care.

Child Protection Responsibilities
Catholic Healthcare is committed to the well-being and safety of children and young people. The organisation recognises the important responsibility all staff have in the care and protection of children who may be at risk of harm.

Staff involved in the provision of health care to children are required to:

- Be familiar with and adhere to Legislation in relation to Child Protection and comply with State Health Policies and Procedures (including Frontline Procedures for the Protection of Children and Young People and current circulars) / Queensland Health Child Safety – Health Professionals Capability Requirements and Reporting Responsibilities and organisational policies in relation to Child Protection;
- Attend training in Child Protection as required.