



Position Title:	Food Services Coordinator
Department:	Food Services
Classification:	As per contract
Hours of Work:	As per contract

POSITION DESCRIPTION

1. Position Overview

- The Food Services Coordinator at Echuca Community for the Aged has the responsibility of ensuring the Mission Statement of the Society is achieved in the area of providing appropriate and quality meals, as well as services that are provided in a “homelike” environment for those living at Echuca Community for the Aged.
 - To liaise with the Clinical Care Manager regarding the service needs of the residents, the elderly and frail, and attend to appropriate services to meet the identified needs.
 - To ensure a Quality Improvement program is integrated into the Food Services department.
 - Accurate recording of food records, storage, supplies as directed by the Clinical Care Manager.
 - Liaise and co-operate with all other staff at Echuca Community for the Aged to ensure residents needs are met and that a safe and clean environment is provided at all times.
 - To abide by and promote the philosophies, policies and undertakings of Echuca Community for the Aged as set down in the Staff Policy and Kitchen manuals.
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2. Reporting / Working Relationships

The Food Services Coordinator is directly accountable to the Clinical Care Manager (Facility Manager). The role involves close working relationships with all members of staff and directly supervises catering team members.

3. Special Conditions

The Food Services Coordinator is employed under the terms and conditions specified in the Echuca Benevolent Society Inc. (Trading as Echuca Community for the Aged), ANMF and HSU Enterprise Agreement.

Selection Criteria

- Previous experience and proven ability in the provision of quality meals to the elderly and infirm is an advantage.
- Ability to liaise with residents and staff to obtain appropriate meal requirements of residents and to tally and collate the overall results.
- Ability to report observations and anticipate elderly person’s requirements.

- A diligent, caring and responsible attitude towards maintaining a safe and clean environment of staff and residents.
- Ability to work within a “team” framework to create a pleasant homely environment that is clean and safe for both residents and staff, at all times, within the facility.

4. Performance Indicators

Professional/Ethical Practice.

Demonstrates a satisfactory knowledge base for safe practice.

- To carry out duties safely and accurately.
- To be able to give sound reasons for performing procedures when questioned.
- To ensure that work delivered is in accordance with Safe Food Handling practices.
- Maintains a safe and clean work environment.

Functions in accordance with legislation & common law affecting food & domestic practice.

- Practice complies with current Occupational Health & Safety requirements, Food Hygiene and Safe Food Handling standards.
- Practice complies with Acts pertaining to storage, preparation and distribution of foodstuff and chemicals.
- Unclear work directions are clarified and changes, such as dietary orders, which appear inappropriate, are challenged.

Conducts practices in a way that can be ethically justified.

- Strict confidentiality is maintained at all times – discussions regarding residents are only carried out with the relevant members of the health care team, and these discussions are only carried out in locations not open to the general public.
- Ensure resident complaints are promptly recorded and attended to, or if necessary passed on to the Facility Manager.
- Accepts residents regardless of race, culture, religion, gender, age, sexual preference, physical or mental status.
- Respects and identifies the rights of residents, families and visitors.
- Responds appropriately to any unprofessional conduct from any member of the Food services staff or other members of the health care team.

REFLECTIVE PRACTICE

Recognises own abilities and level of professional competence.

- Constantly reviews his/her own level of competence in relation to daily work allocations.
- Reviews the ability to meet resident’s needs if the resident’s condition changes.

Acts to enhance the professional development of others and self.

- Provides evidence of continuing education through regular attendance at all applicable education sessions.
- Feedback is obtained by participation in formal performance appraisals with the Facility Manager.
- Guidance is provided to less experienced staff in the food and domestic area, involving them in decision making.
- Acts as a positive role model to less experienced staff.
- Participates in and provides documented in-service sessions on a regular basis to ensure staff competency in use of equipment and knowledge of daily work routines.
- Has awareness of all applicable Echuca Community for the Aged Policy and Food Services Procedures.
- Works toward achieving the required competencies for the position.

Recognises the value of research in contributing to development in improved standards of care.

- Actively participates in the Quality Improvement program at Echuca Community for the Aged.
- Outcomes from Quality Improvement activities are incorporated into food services practice and regularly reviewed (staff meetings).
- Encourages, assists and supports the CQI projects of others.
- Constantly seeks to improve the efficiency of everyday practice.

FOOD SERVICES PRACTICE

Maintains a physical environment which promotes safety, security and optimal health.

- Performs duties in a manner which prevents injury to self, residents, staff and the public.
- Promotes a homelike atmosphere for residents.
- Reports any faults, damage or breakages in equipment, fittings or building fabric.

Acts to enhance the dignity and integrity of individuals and groups.

- Is sensitive and respects the individual needs of residents.
- Provide resident services in a manner which does not compromise the dignity or integrity of the resident.
- Acknowledges different cultures, beliefs and values of residents and plans accordingly.
- Actively encourages resident independence to promote self-esteem as medical conditions permit.

Communicate effectively and documents relevant information.

- Communicates clearly with staff, residents and other members of the food services and the health care team, through written, verbal and computer method.
- Required documentation is completed in a clear, concise and legible manner.

TEAMWORK

Works with the health care team.

- Establishes and maintains an effective and cooperative working relationship with colleagues in the health care team.
- Supports and works towards maintaining a supportive team environment.
- Attempts to resolve situations which threaten the integrity of colleagues and team members.
- Provides support to other staff members following conflict or stressful situations.
- Attends regular staff or other scheduled or compulsory meetings.

LEADERSHIP

Demonstrates professional qualities.

- Portrays themselves in a professional manner and promotes a positive image of not only themselves but also the organisation.
- Displays an awareness of Echuca Community for the Aged role in the community.

Demonstrates skills relevant to food services area.

- Demonstrates an awareness of budgetary restraints and assists with keeping within these limits.
- Achieves the key competencies of safe food handling, food presentation and preparation.
- Demonstrates the ability to liaise with residents and staff to obtain and provide appropriate meal requirements of residents and to tally and collate the overall results.

PERSON SPECIFICATION

1. Educational / Vocational Qualifications

- Food Safety Supervisor
- Food Handling Certificate (mandatory)
- Certificate III in Commercial Cookery or equivalent.
- First Aid Certificate (desirable)
- Understanding of HACCP Principles

2. Personal Skills, Abilities, & Aptitude

A personal commitment to our Mission to provide care for the benefit of the aged people in our community and adherence to organisational values is essential. The skills, abilities and aptitude of the cook encompass the following:

Skills

- Food preparation
- Service of food and beverages in accordance with the Food Safety Plan
- Washing dishes and cleaning in accordance with the Food Safety Plan
- General cleaning skills
- Basic computer skills
- Texture modification of food and fluids

Abilities

- Customer Services
- Organisational & time management skills
- Able to contribute to a clean, safe working environment to ensure safety of residents, visitors, staff, volunteers and self
- Provision of hospitality for events

Aptitude

- Integrity
- Having an interest in supporting others and providing exceptional levels of service to an aged care facility
- Having a natural affinity with people and developing successful relationships
- Ability to work as a team
- Able to follow procedures and work systems
- Able to work across a 7 day a week roster in a variety of shifts

3. Experience

- Considerable experience in working successfully in a team environment
- Ability to effectively lead a team of kitchen staff
- Previous experience and proven ability in the provision of quality meals to the elderly or those with special dietary requirements

4. Knowledge

- Sound understanding of food safety standards and regulations
- Knowledge of special diets and texture modification
- Has awareness of all applicable Policies and Procedures

5. Performance Standards & Review

An initial Performance Review is undertaken with the Clinical Care Manager six months after commencement of employment and then annually thereafter.

The objective is to determine capacity to meet the demands of the role; if additional skills or training may be required and what level of job satisfaction is being obtained. The Performance Review is based directly on execution of the duties of the position, the policies of the organisation and the rules and procedures practised in this facility.

6. Acceptance of the Position Description

I have read and understand the requirements of this position.

Name

Signature

Date