

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

POSITION DESCRIPTION

1. Position Overview

The Cooks at Echuca Community for the Aged have the responsibility of ensuring the mission statement of the Society is achieved in the area of providing appropriate nutritious meals for residents of Wharparilla Lodge, Brolga/Ibis apartments and Wharparilla Home Care.

Cooks are also required to cater for other internal and external functions. Cooks are responsible for providing leaderships and supervision to Food and Domestic Services staff who assist in the provision of meals. This includes appropriate rostering of staff, ensuring that training needs are met and monitoring work performance in the absence of the Hospitality Supervisor. The cooks liaise with the Hospitality Supervisor and senior nursing staff regarding the service needs of the residents and provide appropriate services to meet the identified needs.

2. Reporting / Working Relationships

The Cook is directly accountable to the Hospitality Supervisor. The role involves close working relationships with all members of staff.

3. Special Conditions

The Cook is employed under the terms and conditions specified in the Enterprise Agreement and the Health & Allied Service Award (Private Sector) – Victoria Consolidated Award.

4. Statement of Duties

The role of Cook encompasses the following duties:

Ensures a quality catering service is provided to residents by:

- Planning and preparing nourishing meals for residents and catering for special diets within resident's plan of care
- Maintaining a current knowledge of safe work practice, food safety legislation and Echuca Community for the Aged safety program
- Adherence to all aspects of the Food Safety program including completion of all documentation and forms
- Ensuring effective supervision of food and domestic services staff to ensure safe work practices, food preparation and serving of meals and adherence to the food safety plan

Compliance with Aged Care standards

- Complies with all organisational policy and procedures and adheres to the code of conduct

- Understands and is committed to the Aged Care Standards Accreditation process and ensures that hospitality services are provided in a way that enhances residents quality of life and the staff's working environment
- Treats all residents and family members with dignity and respect regardless of race, culture, religion, gender, age, sexual preference, physical or mental status

Professional Practice

- Practice complies with current Occupational Health and Safety requirements, Food Hygiene and Safe Food handling standards
- Maintains the highest level of confidentiality, 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 DOCS/CEO
- Responds appropriately to any unprofessional conduct from any member of the Food and Domestic services staff or other members of the health care team
- Respects and identifies the rights of residents, families and visitors

Health and Safety

- Ensure health and safety is maintained at all times so far as is reasonably practicable by: Eliminating risks to health and safety so far as is reasonably practicable and if it is not reasonably practicable to eliminate risks to health and safety, to reduce those risks so far as is reasonably practicable
- Required to take reasonable care for their own safety and the safety of others who may be affected by their actions or omissions and cooperate with any actions taken by the employer to comply with the Act and Regulations
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety and welfare

Team Work

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

Leadership

- 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
- Models adherence of Echuca Community for the Aged policy and procedures to other staff
- Demonstrates an awareness of budgetary restraints and assists with keeping within these limits
- Supports other staff in the workplace to enable skill development of colleagues
- 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
- Demonstrates the ability to liaise with residents and staff to obtain and provide appropriate meal requirements of residents
- Demonstrates an ability to manage contingencies and problems that may occur in the workplace

*PERSON SPECIFICATION***1. Educational / Vocational Qualifications**

- Food Handling Certificate (mandatory)
- Certificate III in Aged Care, Hospitality or Health (desirable)
- 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 Hospitality Supervisor 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.

EMPLOYEE OBLIGATIONS

The employee is required to maintain strict confidentiality with reference to all matters pertaining to residents and staff within Echuca Community for the Aged. Failure to observe this requirement may be regarded as misconduct warranting termination.

The employee is required to take all reasonable care to ensure personal safety of others who may be affected by the acts or omissions of the employee in the workplace. (Occupational Health and Safety Act, Clause 25). The employee is required to participate in all safety programs as required by ECA.

The employee is required to participate in the Continuous Improvement Program to encourage excellence of care and cost containment within ECA.

Echuca Community for the Aged name badge must be worn at all times whilst on duty. This remains the property of the organisation and must be returned to administration on termination of employment.

The employee is required to adhere to ECA's Code of Conduct.

Work Health and Safety – Job Demands Checklist

Job Demands Frequency Key
I = Infrequent - intermittent activity exists for a short time on a very infrequent basis
O = Occasional - activity exists up to 1/3 of the time when performing the job
F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant - activity exists for more than 2/3 of the time when performing the job
R = Repetitive - activity involved repetitive movements
N = Not Applicable - activity is not required to perform the job

Any entries not assigned a value will be automatically set to “N”

Environmental Demands – Description	Frequency					
	I	O	F	C	R	N
Gases – Working with explosive or flammable gases requiring precautionary measures	☒	☐	☐	☐	☐	☐
Fumes – Exposure to noxious or toxic fumes	☒	☐	☐	☐	☐	☐
Liquid – Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	☒	☐	☐	☐	☐	☐
Noise – Environmental / background noises require people raise their voice to be heard	☐	☐	☒	☐	☐	☐
Inadequate lighting – risk of trips, falls or eyestrain	☒	☐	☐	☐	☐	☐
Extreme temperatures – Environmental temps are less than 15C or more than 35C	☐	☒	☐	☐	☐	☐
Confined spaces – areas where only one egress (escape route) exists	☐	☒	☐	☐	☐	☐
Slippery or Uneven Surfaces – Greasy or wet floor surfaces, ramps, uneven ground	☐	☐	☒	☐	☐	☐
Housekeeping – Obstructions to walkways and work areas cause trips and falls	☒	☐	☐	☐	☐	☐
Working at Heights – Ladders / Stepladders / Scaffolding required to perform tasks	☒	☐	☐	☐	☐	☐

Physical Demands – Description	Frequency					
	I	O	F	C	R	N
Sitting - remaining in a seated position to perform tasks.	☒	☐	☐	☐	☐	☐
Standing - remaining standing without moving about to perform tasks.	☐	☐	☐	☒	☐	☐
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes.	☐	☐	☐	☒	☐	☐
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes.	☒	☐	☐	☐	☐	☐
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks.	☐	☐	☒	☐	☐	☐

Position Description – Cook

Trunk Twisting - Turning from the waist while sitting or standing to perform tasks.	☐	☐	☒	☐	☐	☐
Kneeling - remaining in a kneeling posture to perform tasks.	☒	☐	☐	☐	☐	☐
Squatting/Crouching - Adopting a squatting or crouching posture to perform tasks.	☐	☒	☐	☐	☐	☐
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, and steps.	☒	☐	☐	☐	☐	☐
Lifting/Carrying - Light lifting & carrying - 0 - 9 kg.	☐	☐	☒	☐	☐	☐
Lifting/Carrying - Moderate lifting & carrying - 10 - 15 kg.	☐	☒	☐	☐	☐	☐
Lifting /Carrying - Heavy lifting & carrying - 16kg & above.	☒	☐	☐	☐	☐	☐
Reaching - Arms fully extended forward or elevating above shoulder.	☐	☒	☐	☐	☐	☐
Pushing/Pulling/Restraining - Using force to hold or move objects to or from the body	☐	☒	☐	☐	☐	☐
Head/Neck Postures - Holding head in a position other than neutral (facing forward).	☐	☒	☐	☐	☐	☐
Hand & Arm Movements - Repetitive movements of hands and arms.	☐	☐	☐	☒	☐	☐
Grasping/Fine Manipulation - Gripping, holding, clasping with fingers or hands.	☐	☐	☒	☐	☐	☐

Psycho-Social Demands - Description	Frequency					
	I	O	F	C	R	N
Distressed people	☐	☒	☐	☐	☐	☐
Aggressive, Uncooperative and/or Unpredictable People – e.g. drugs / alcohol, dementia, mental illness	☐	☒	☐	☐	☐	☐
Restraining – involvement in physical containment of patients / clients	☒	☐	☐	☐	☐	☐

Sensory Demands - Description	Frequency					
	I	O	F	C	R	N
Sight - Use of sight is an integral part of work performance	☐	☐	☐	☒	☐	☐
Hearing - Use of hearing is an integral part of work performance e.g. phone enquiries.	☐	☐	☐	☒	☐	☐
Smell - Use of smell is an integral part of work performance	☐	☐	☐	☒	☐	☐
Taste - Use of taste is an integral part of work performance	☐	☐	☒	☐	☐	☐
Touch - Use of touch is an integral part of work performance (typing)	☐	☐	☐	☒	☐	☐

Employee's Name:

Employee's Signature:

Date: