

Position Description

Form no: 5.0.4

POSITION: FOOD SERVICES ASSISTANT

PD No: 6.2

Purpose:

Contributes to the provision of a variety of quality food and drinks to meet residents' individual needs and enjoyment of food

Key Selection Criteria:

Mandatory Qualifications:

1. Basic Food Handling Course

Essential KSC:

1. Experience in kitchen work

Desirable KSC:

1. Experience in residential aged care food services

Conditions of employment: According to the Eva Tilley Memorial Home EA and Contract of Employment

Responsible to: Chef Manager

Main responsibilities:

- Preparation, heating, serving, presentation and delivery of food and drinks and collection of used dishes and other items in accordance with the Food Safety Program (FSP), menu, individual resident's needs and preferences and relevant Duty Statement/s
- Washing dishes and cleaning according to the Food Safety Program
- Assisting with the monitoring and recording requirements of the Food Safety Program for example, recording temperatures, signing the cleaning schedule when cleaning is completed, documenting the receipt of goods
- Contributes to menu planning to meet resident's needs and preferences

Reporting requirements:

Reports any concerns related to food safety to the Chef/Cook and any concerns related to residents to the Registered Nurse.

Performance appraisal:

At 3 months, then annually by the Chef Manager or, as requested by employer/employee

Key Results Areas (KRAs) and performance criteria

1. CONDUCT

- 1.1 Demonstrates an acceptable personal presentation according to the Dress Code in the Staff Handbook
- 1.2 Demonstrates a positive attitude toward work such as; punctual, flexible, and enthusiastic toward undertaking a variety of tasks with a team approach
- 1.3 Demonstrates respectful language and manner toward residents and visitors.

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- 1.4 Information related to a resident or staff member is at NO TIME communicated verbally, written or using social media with anyone other than the relevant staff member/s providing care/service.
- 1.5 Demonstrates expected standards of behaviour (below) toward work colleagues for all activities connected with work including, outside normal working hours, conferences, social functions, texting, email & using social media:
1. Be **polite** to each other
 2. Treat each other with **dignity** and **respect**
 3. Treat each other **honestly** and **fairly**
 4. Have **tolerance** for difference
 5. Work **together**
 6. **Listen** and **respond** appropriately to others' point of view
 7. Work **professionally** and **safely**

2. HEALTH & SAFETY

- 2.1 Participates in the risk management program and contributes to a safe work environment for self, other staff, and volunteers; and living environment for residents and visitors.
- 2.2 Reports immediately, any equipment or situation which has the potential to cause harm.
- 2.3 Participates in problem solving processes to resolve health and safety issues.

3. QUALITY IMPROVEMENT

- 3.1 Provides competent care/service in accordance with the organisation's documented policies and procedures, and legislative requirements relevant to role.
- 3.2 Participates in problem solving processes relevant to role
- 3.3 Completes an Improvement Form when there is an identified need to improve.
- 3.4 Actively participates in quality improvement activities such as: follow up of Improvement Forms, meetings, working parties, ongoing education, review of procedures, evaluation of new products and equipment and trend analysis.

4. KNOWLEDGE & SKILLS

- 4.1 Maintains own knowledge and skills through completing related skills and knowledge competency assessments, participation in in-service, tool-box training, and continuing education, including; mandatory training, reading notice boards regularly, newsletters and memos as distributed.
- 4.2 Membership of relevant professional group/s, association/s and or network group (recommendation only).
- 4.3 Annual training objectives completed following appraisal to ensure skills and knowledge to fulfil role.

5. MEETING RESIDENT REQUIREMENTS

- 5.1 It is evident that food and drinks are prepared and well-presented according to individual resident's needs and preferences, the menu and Duty Statements
- 5.2 It is evident that texture modified food and drinks are prepared according to the correct consistency
- 5.3 Participation in menu planning is evident

6. FOOD SAFETY PROGRAM

- 6.1 Completes kitchen duties according to the Food Safety Program and Duty Statements
- 6.2 Accurate recording of Food Safety Program requirements is evident for example, recording temperatures, signing the cleaning schedule when cleaning is completed, documenting the receipt of goods

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Physical Demand Analysis		Type of Work: A = Administrative R = Resident Care S = Services			Description
		Frequency: Continuous (C) = 75% to 100% of the shift Frequent (F) = 25% to 75% of the shift Infrequent (I) = 0% to 25% of the shift			
Physical demand	Frequency for type of work				
	A	R	S		
Standing and Walking	F	C	C	Standing and walking are major requirements for carrying out tasks and are required for movement around the facility. The ability to fully use both legs on variable surfaces is required.	
Sitting	C	I	I	Sitting is required when carrying out documentation or administrative/lifestyle activity tasks.	
Climbing	I	I	I	Climbing is required to go up and down stairs and steps. Requires body agility and the ability to use both legs and feet and hands/arms to use hand rails. A lift is available to move from one floor to another.	
Balancing	C	C	C	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out task requirements.	
Lifting and carrying	I	F	F	Lifting and carrying is required in the movement of objects around the facility including movement from lower to higher and/or horizontally and/or place to place. The ability to fully use both arms and hands is required.	
Pushing and Pulling	I	F	F	Pushing and pulling objects around the facility including but not limited to trolleys, wheeled chairs and manual handling equipment.	
Bending & Crouching	I	F	F	Bending at waist level whilst carrying out task is required. Ability to crouch to floor level when required.	
Kneeling	I	I	I	Kneeling can be required whilst carrying out task.	
Reaching & stretching	F	F	F	Reaching and stretching is required in carrying out tasks, and in the movement of objects in the facility.	
Twisting	I	F	F	Twisting may be required in carrying out tasks. The ability to reach in all directions, and to twist at the waist is required.	
Grasping/ Finger Movement	F	F	F	Grasping and fine finger movement is required to hold objects. The ability to do repetitive motions with hands, wrists and fingers is required.	
Handling and Feeling	C	C	C	Finger dexterity and hand-eye coordination, along with full hand and wrist movement is required. The ability to distinguish the features of objects by touch, particularly with the fingertips is required.	
Talking & Communicating	C	C	C	Talking and communicating is required to carry out tasks. An excellent understanding of the English language and the ability to communicate effectively is required.	
Hearing	C	C	C	Hearing and the ability to interpret what is being heard is required to carry out tasks. Ability to maintain hearing acuity, with correction, if required.	
Vision	C	C	C	Vision and ability to recognise objects to determine depth perception, to discriminate between colours and read documents is required to carry out tasks. Ability to maintain 20/40 vision using correction, if required.	
Smelling	I	F	C	Ability to distinguish odours and identify hazards is required when carrying out tasks.	
Repetitive Motions	F	I	I	Repetitive motions of the wrists, hands or fingers are required when carrying out tasks.	

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TRAINING ANALYSIS		Name:				
SKILLS & COMPETENCIES	Date:					
Skills -all staff (as relevant to role)						
1. Good communication skills						
2. Customer focussed work practices						
3. Customer service using 7 step method						
4. Complaint handling using 10 step method						
5. Works well within the team						
6. Decision making						
7. Problem solving						
8. Time management						
9. Safe work practices						
10. Incident reporting						
11. Meets legal documentation requirements						
12. Record management						
13. Stock control						
14. Use of the telephone system						
15. Computer literacy						
16. Participates in improvement activities						
Mandatory annual competencies						
1. Fire and emergencies						
2. Firefighting equipment						
3. Elder abuse reporting						
4. Workplace Bullying						
5. Hand hygiene and the 5 moments						
6. Personal Protective Equipment						
7. Outbreak Management						
8. Manual handling						
9. CPR (nursing staff)						
10. Choking (nursing & care staff)						
11. Medication administration (if applicable)						
Competencies - specific to role						
1. Basic food handling						
2. Thermometer calibration						
3. Special dietary requirements						
4. Food presentation						
5. Food/Fluid texture modification						
6. Routine cleaning						
7. Safe chemical handling						
8. Spills management other than body fluids						
9.						
10.						
Manager initial						
Staff Member initial						

Key for skills: 1 = Requires education 2 = Requires coaching 3 = Independent 4 = Able to educate others

Key for competencies: C = Competency NYC = Not Yet Competent NC = Not completed

I(Please Print) have read and understand the Position Description requirements including the Physical Demands. I agree to maintain my skills and competencies and agree that I have capacity including the physical ability for this position. I understand that the information provided is a general outline and may not cover every aspect of the position.

Signature: _____ Date: _____