

## POSITION DESCRIPTION – Chef

<b>Department:</b>	Operations
<b>Position Reporting to:</b>	Hospitality Manager
<b>Location:</b>	Assigned Residence, but may be required to work across other Lifeview’s residences
<b>Position Number:</b>	To be obtained from Payroll
<b>Direct Reports:</b>	Nil
<b>Employment status</b>	Part-time / Full-time
<b><u>Lifeview Principles:</u></b>	<b>All staff at Lifeview will adhere to and demonstrate the Lifeview principles of:</b>
<b>Laugh:</b>	<i>Constantly look for ways to be creative and have fun whilst working. Let your curiosity and light-heartedness fuel your enthusiasm</i>
<b>Integrity:</b>	<i>No matter the situation, take responsibility for consciously choosing how you want to show up in the world and the attitude you choose to carry with you</i>
<b>Focus:</b>	<i>Be physically and emotionally present for people, especially when they need you. It’s a powerful message of respect that strengthens relationship</i>
<b>Engage:</b>	<i>Find special ways to connect with everyone you encounter, for no other reason than to brighten their day. It can be the little things that have a huge impact and make someone’s day</i>
<b>Position Purpose:</b>	This position is responsible to oversee the provision of meal services to all customers, assisting in the efficient preparation and delivery of meals, ensuring maintenance of all food safety plan requirements and legislation.

Key Result Areas (KRA)	Performance Indicators
<b>1: Hospitality</b>	
Efficient management and operation of the dietary and high quality food service to the residents and ensuring the catering services meet their needs, with issues addressed in a timely manner and formal comments are dealt with professionally and efficiently.	<ul style="list-style-type: none"> <li>• Preparation and presentation of high quality food and meals to residents in accordance with food safety legislation.</li> <li>• Prepare Special diets in accordance with Registered nurse (Clinical Team) guidelines (e.g. Diabetic, high/low protein, gluten free or coeliac).</li> <li>• Ensure the food safety plan is followed at all times.</li> <li>• Quick and efficient serving of food and meals at appropriate temperatures.</li> <li>• Adhere to menus and plans for meals, with provision of choice for residents.</li> <li>• Provision of meals in accordance with diet/ cultural / religious requirements.</li> <li>• Maintain accurate kitchen documentation.</li> <li>• Maintain stock at pre-determined levels, and overseeing appropriate ordering.</li> <li>• Ensure the meal times are adhered to by that includes House Mate deliver the meals in a high quality and efficient manner</li> </ul>

	<ul style="list-style-type: none"> <li>• Mentor Housemate in presentation and delivery of food as and when required</li> <li>• Prepare and account for kitchen snack and meals, which are made available after kitchen hours</li> <li>• Documentation is maintained and accurate in relation to food choices, likes and dislikes and allergies</li> <li>• Prepare and present food within set time frame to ensure freshness quality and to maintain food safety</li> <li>• Ensure to work within kitchen budgets.</li> <li>• Adhere to using food providers as negotiated via Corporate office</li> <li>• Ensure that staff in the kitchen are appropriately qualified and maintain their qualification</li> <li>• Responsible for hiring and orientation of new kitchen staff</li> <li>• Supervise of kitchen staff so that they perform their duties in an efficient manner</li> <li>• Ensure that self and all FSA maintain a high standard of personal hygiene and are professionally attired</li> <li>• Responsible for ensuring adequate supplies of crockery, cutlery, utensils and cleaning products, by the requisitioning of supplies needed on a monthly basis.</li> <li>• Responsible for ordering through nominated suppliers, checking quantities, unit contract prices and the storage of food as required by the prescribed weekly menu</li> <li>• Receive and check food (weigh or count) deliveries against order sheets as well as quality and return what is not acceptable or compliant and seek a credit</li> <li>• Ensure that the food delivered is stored correctly and rotated first in last out</li> <li>• Liaise with Social Support Coordinator and Residential Manager regarding residents feedback, special foods orders, cultural and social events</li> <li>• Bring to the attention of the Facility Manager any possible problems or issues of concern regarding any aspect of the catering services.</li> </ul>
<b>KRA 2: Infection Control</b>	<b>Performance Indicators</b>
Infection Control processes are adhered at all times.	<ul style="list-style-type: none"> <li>• Kitchen is maintained clean and tidy and oversee the cleaning schedules are accurate and cleaning is carried out as scheduled</li> <li>• All handling of food is done following food safety guidelines and wearing appropriate protective clothing</li> <li>• Utensils and equipment are cleaned and maintained.</li> </ul>
<b>KRA 3: Continuous Improvement</b>	<b>Performance Indicators</b>
Improvements are identified and	<ul style="list-style-type: none"> <li>• Attendance at staff meetings and other relevant meetings as required</li> </ul>

<p>reported on via the Lifeview Residential Care continuous improvement system</p>	<ul style="list-style-type: none"> <li>• Provides competent service in accordance with the organisation’s documented policies and procedures, and all legislative requirements relevant to role</li> <li>• Use of Lifeview Residential Care documented controlled paperwork and systems</li> <li>• Completes a Let Us Know (LUK) Form when there is an identified need to improve</li> <li>• Actively participates and contributes to continuous improvement activities which promote quality improvement to service provided; such as, follow up of LUK Forms, staff meetings, working parties, ongoing education, internal assessment and review of procedures, evaluation of new products and equipment</li> <li>• Reads and acknowledges memos / document control in a timely manner</li> <li>• Annual attendance of mandatory education sessions</li> <li>• Regular attendance at education sessions of identified areas of need / interest</li> </ul>
<p><b>KRA 4: Professional Conduct</b></p>	<p><b>Performance Indicators</b></p>
<p>A high standard of personal appearance and conduct is expected at all times.</p>	<ul style="list-style-type: none"> <li>• Demonstrates punctuality and respectful language and manner toward residents, visitors and to each other</li> <li>• Adheres to the Dress Code policy at all times, presenting as clean, neat, and tidy.</li> <li>• Provides customer service to residents, their representatives, and visitors by being polite and courteous at all times</li> <li>• At NO TIME must information related to a resident/representative or staff member be discussed with anyone other than the relevant staff member</li> <li>• A flexible, and enthusiastic attitude toward undertaking a variety of tasks, with a team approach is expected</li> <li>• Display a positive approach to the L.I.F.E. Principles</li> <li>• Successfully complete all other training, as required by Home2Home model of care, to become multi-skilled</li> <li>• Takes an interest in further training and development to assist in current role</li> <li>• Promotes, implements and adheres to all company policies and procedures at all times</li> <li>• Reports any breaches and complaints that arise within the area of responsibility</li> <li>• Builds effective working relationship with team members, sharing knowledge and expertise.</li> </ul>
<p><b>KRA 5. Occupational Health and Safety</b></p>	<p><b>Performance Indicators</b></p>
<p>Adherence to all OH&amp;S policies and</p>	<ul style="list-style-type: none"> <li>• Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self</li> </ul>

<p>procedures at all times.</p>	<ul style="list-style-type: none"> <li>• Reports immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue</li> <li>• Identification of hazards and incidents, including the accurate reporting and documenting of same.</li> <li>• Participates in problem solving processes to resolve OH&amp;S issues</li> <li>• Adheres to all Manual Handling requirements as per policy and procedure.</li> </ul>
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**General Duties:**

- Comply with and promote Lifeview Residential Care policies and procedures and participate in safety & improvement activities for the organisation
- Support and participate in OH&S policies and procedures and implement (where appropriate) within the organisation
- Participate and assist the Managers in audits
- Commit to understanding and upholding the L.I.F.E. Principles at all times
- Active participation in the team environment
- Commit to Continuous Improvement and active participation within the system
- Compliance with all legislation
- Responsible for observing and practicing the principles and obligations of Equal Employment Opportunity and maintaining a workplace free from bullying and harassment
- Attend at meetings and compulsory education
- Maintain confidentiality of all information obtained in the course of your employment. This does not cease when the employment ceases
- Information relating to staff, residents, and clients are to remain strictly confidential and are not to be divulged to any third party except where required for clinical reasons or by law and will require prior written approval from the Chief Executive Officer.

<p style="text-align: center;"><b>Selection Criteria</b></p>	
<p><b>MANDATORY KNOWLEDGE, EXPERTISE AND SKILLS</b></p>	<ul style="list-style-type: none"> <li>• Food Supervisor Certificate.</li> <li>• Certificate of catering with relevant experience in the aged care industry.</li> <li>• Excellent cooking skills and able to cook a variety of foods with specific dietary needs.</li> <li>• Management of Hospitality staff.</li> <li>• Certificate in Food Hygiene for Food Handlers or equivalent in aged care industry</li> <li>• Knowledge of Diets.</li> <li>• Good communication skills</li> <li>• Ability to write clear and precise English appropriate to hospitality duties</li> <li>• Mature outlook with the ability to relate and converse with older people</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability and commitment to working as part of the team</li> <li>• Demonstrated initiative and ability to work without supervision</li> <li>• Commitment to maintaining confidentiality</li> <li>• Ability to work within the culture of Lifeview Residential Care willingness to work in accordance with the LIFE Principles</li> <li>• Sound time management skills</li> <li>• Commitment to professional development.</li> </ul>
<b>DESIRED KNOWLEDGE, EXPERTISE AND SKILLS</b>	<ul style="list-style-type: none"> <li>• An understanding of and sensitivity to, the issues related to services for residents.</li> </ul>
<b>Authorisation</b>	Not Applicable

I agree that I have the skills and attributes to fulfil this position and hereby return a signed copy for my file, aware that my performance will be measured against meeting the key result areas and by my demonstration of adherence to L.I.F.E. Principles.

I understand that I must at all times maintain a respectful and appropriate relationship with all prospective and current residents, their immediate family and/or significant other/s, staff, volunteers and contractors as per our Diversity Statement, which I have read. As part of Lifeview I shall deliver services irrespective of gender identity, age, ethnicity, cultural background, disability, religion, sexual orientation and/or professional status, thus working to ensure that our services and care are inclusive of all, and especially for older people from the Lesbian, Gay, Bisexual, Transgender and Intersex community (LGBTI).

<b>Direct Manager: (Name in BLOCK LETTERS)</b>		
<b>Signature</b>		<b>Date:</b>
<b>Employee: (Name in BLOCK LETTERS)</b>		
<b>Signature</b>		<b>Date:</b>
<b>Prepared by: (Name in BLOCK LETTERS)</b>	<b>Swati Chakravarty Executive Manager – People &amp; Culture</b>	<b>Date: 12 July 2017</b>