

POSITION DESCRIPTION

ON LUCK CHINESE NURSING HOME

COOK

At Chinese Community Social Services Centre Limited (CCSSC), we are committed to the provision of professional welfare services and quality aged care for members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.

Responsible to: Director of Nursing (DON) / Department head / Line manager

Basis of Employment: Full-time, Part-time, and Casual

Responsible for: Preparing and serving food and drinks in accordance with the Line Manager's instructions, ensuring minimal waste and adherence to food safety standards. This includes following dietary needs and preferences, maintaining kitchen hygiene, and supporting the training and orientation of new staff. The Cook must also assist in menu planning, monitor kitchen inventory, and provide excellent customer service to residents. Regular communication with the Chef, participation in team discussions, and adherence to accreditation standards are essential parts of the role.

Position Context and Objectives:

The purpose of the role is to:

- Ensure the preparation and serving of high-quality, nutritious meals that meet residents' dietary needs and preferences while maintaining food safety and hygiene standards.
 - Support the overall efficiency of the kitchen by adhering to procedures, training staff, and collaborating with the team to enhance resident satisfaction and kitchen operations.
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KEY RESPONSIBILITIES AND DUTIES:

1. Specific Responsibilities related to Cook

- 1.1 Follow instructions from the Line Manager to prepare food and drinks.
- 1.2 Ensure the right amount of food is prepared and served, minimizing waste.
- 1.3 Independently complete catering tasks according to policies.
- 1.4 Safely use kitchen equipment as instructed.

- 1.5 Maintain personal hygiene and follow standard food prep procedures.
- 1.6 Provide a verbal shift report to the Chef at the end of each shift.
- 1.7 Report any food safety issues or violations to Chef/Management.
- 1.8 Consider residents' dietary needs and preferences when preparing meals.
- 1.9 Participate in team discussions to improve resident care and service.
- 1.10 Understand nutritional needs and food textures for elderly residents.
- 1.11 Adapt to changes in kitchen routines as necessary.
- 1.12 Assist in training new kitchen staff in safe practices.
- 1.13 Help identify training needs for catering staff.
- 1.14 Assist in regular auditing procedures and data collection.
- 1.15 Maintain standards required for Accreditation Agencies.
- 1.16 Provide information to auditing bodies as needed.
- 1.17 Perform tasks assigned by manager, including overseeing other team members.
- 1.18 Orient new employees to ensure they understand standards and routines.
- 1.19 Provide excellent customer service by accommodating residents' preferences.
- 1.20 Prepare meals based on the menu and dietary requirements.
- 1.21 Strictly adhere to food safety standards and regulations.
- 1.22 Portion meals appropriately according to residents' needs.
- 1.23 Assist in menu planning for variety and nutritional balance.
- 1.24 Maintain cleanliness and sanitation of kitchen areas and equipment.
- 1.25 Support the serving process to ensure timely and accurate meal delivery.
- 1.26 Help monitor and manage kitchen inventory of food supplies and equipment.
- 1.27 Collaborate effectively with kitchen staff, caregivers, and dietary professionals.

2. General

- 2.1 Ensure compliance with the mission & vision of Chinese Community Social Services Centre Limited (CCSSC) – On Luck Chinese Nursing Home.
- 2.2 Ensure compliance with statutory regulations – Food Safety Program, Aged Care Quality Standards
- 2.3 Be empathic with residents.
- 2.4 Be able to work independently (without close supervision).
- 2.5 Display a pleasant and courteous manner at all times.
- 2.6 Ensure adherence to the principles of strict confidentiality.
- 2.7 Ensure supplies of food and equipment are available and they are used economically.
- 2.8 Inform the Department head / Line manager any issues that arise with kitchen equipment, catering staff and residents.
- 2.9 Keep information about residents confidential.
- 2.10 Ensure effective working relationships and teamwork among colleagues.
- 2.11 Agrees to obey all reasonable lawful directions and instructions given by the Employer or a specific supervisor.

3. Infection Control

- 3.1 Ensure compliance with Infection Control Standards related to the storage, preparation and serving of food.
- 3.2 Ensure strict adherence to the requirements of Food Act, and the HACCP and Food Safety Programs.
- 3.3 Adhere to the strictest hygiene in the kitchen.

- 3.4 Practice good personal hygiene including hand washing.
- 3.5 Ensure appropriate protective equipment including gloves, hair net, shoe protectors etc. are worn properly in kitchen when needed (e.g. during food preparation and dishing up of meals).

4. Education

- 4.1 Attend all mandatory training sessions including Infection Control (annually); Fire Safety (annually); Chemical, Food Training and Manual Handling (annually).
- 4.2 Participate in the on-going internal and external education programs of the Nursing Home when required.
- 4.3 Seek opportunities for professional development and advanced training relevant to the kitchen role.

5. Occupational Health and Safety

- 5.1 Provide and maintain so far as is practicable a working environment that is safe and without risk to health.
- 5.2 Take care of your own health and safety; and the health and safety of any other person who may be affected by your acts or omissions at workplace.
- 5.3 Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and organization policies and promote a working environment that is congruent with these guidelines.
- 5.4 Ensure that kitchen floor is always clean and dry and wear non-slippery shoes.
- 5.5 Ensure hands are dry when operating electrical appliances.
- 5.6 Ensure gas stoves and all electrical appliances are turned off before going off duty.
- 5.7 Ensure that correct lifting techniques and machinery are used when lifting heavy objects.
- 5.8 Report any faulty equipment, breakage, accident / incident and potential hazard as soon as practical.
- 5.9 Cooperate with the OH&S Coordinator on return to work policy when and where appropriate.

6. Confidentiality

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act and the Health Record Act.

7. Equal Employment Opportunity

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behavior and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. Workplace Relations

Treat all employees of the Organization with respect and dignity and without discrimination or harassment. Employ the skills of timely and effective communication with healthcare personnel to guide and achieve optimal resident/performance outcomes.

9. Quality Assurance

- 9.1 Participate actively in the Quality Assurance Program of the Nursing Home to provide evidence based continuous improvement activities.
- 9.2 Report any relevant problems or concerns for continuous improvement to Department Head / Line manager.
- 9.3 Participate in appropriate staff meetings e.g. All Staff / Catering meetings as scheduled.
- 9.4 Report any relevant issues / concerns to the Department head / Line manager.
- 9.5 Assist in developing and implementing quality improvement initiatives based on feedback and performance metrics.

SKILLS & EXPERIENCE

Qualification:

- Food Handling and Safety Certificates an advantage
- Must have a valid Police Check or be willing to undergo one.
- Attend all mandatory training sessions including Infection Control (annually); Compulsory Reporting (annually); Fire Safety (annually); Chemical, Food Safety Training and Manual Handling (annually).

Experience:

1. Essential:-

- Ability to cook for large numbers
- Experience to prepare different meal types to cater for the needs of Chinese Elderly
- Good customer service skills, willing to consult residents on their needs, likes and dislikes
- Good Team Player, willing to solve problems with good communicative skills
- Pleasant, courteous at all times
- Flexible work style
- Proficiency in Spoken Chinese

2. Desirable:-

- Previous experience in residential high care facilities
- Ability to carry all catering activities independently (without close supervision)
- Able to speak, read and document in English

PERFORMANCE APPRAISAL

The Cook’s performance shall be evaluated by the Director of Nursing (DON) and/or delegate at three months, six months service and at the conclusions of 12 months service and thereafter each subsequent 24 months, on termination of service and/or on request.

CCSSC’s policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance appraisal, which is not related to the Disciplinary Procedure.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

AVAILABLE ASSISTANCE

- Orientation program on commencement
- Ongoing education and training
- Policies, Procedures and Guidelines for duties
- Legislative Requirements for duties
- Maintenance system to ensure the duties are performed within the Policies, Procedures and Guidelines
- Equipment to be maintained in a safe and functional manner

AUTHORISATION

Maurice Lee

Authorised by:
Chief Operating Officer

Date: September 2024

Review Date: when required

Please initial

Authorisation
Initials
ML

EMPLOYEE POSITION DECLARATION

Ihave read and understand the Position Description and Physical Requirements and agree that I have the physical ability to fulfil this position and in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialled the top right-hand corner of each page as confirmation of reading and understanding the position and physical requirements.

I understand that this is separate to the Employment Contract that I will sign/have signed*, outlining the Employment Details.

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Signature

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Date

.....
Line Manager's Signature

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Date

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Line Manager's Name

*Delete as necessary