



## Cultivating Healthy Communities

<b>Position Title:</b>	Food & Domestic Services Catering Manager – Head Chef
<b>Reports To:</b>	Support Services Manager
<b>Department:</b>	People & Culture
<b>Classification:</b>	FS1 - Food Services Manager - Chef
<b>Employment Conditions:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025.
<b>Qualifying Period</b>	6 Months from commencement date

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Covering the land first inhabited by the Dja Dja Wurrung, Barengi Gadjin, and Jaara Jaara peoples. EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally EWHS manages a number of other local services in post-acute care, planned activity groups and infection control. The duties of this position are to be performed with adherence to the purpose and values identified through EWHS's strategic plan and compliance with the Code of Behaviour for staff of EWHS.

### Our Vision

To see sustainable improvement in the health and wellbeing of our community

### Our Purpose

To work together with our community to achieve better health and wellbeing outcomes

### Our Values

Together, Honesty, Empathy, Community, Open, Respect and Excellence

## **ROLE STATEMENT**

As part of the Support Services team, the Food & Domestic Services Catering Manager – Head Chef is responsible for delivering a quality catering service. The Food & Domestic Services Catering Manager – Head Chef is responsible for the preparation, cooking and presentation of fresh, quality food for residents that meets expectations and is consistent with the planned Daily Menu, individual dietary requirements and the Food Safety Plan. The Food & Domestic Services Catering Manager – Head Chef must ensure that all tasks associated with food production are performed with due regard to Food Safety regulations and work, health and safety standards.

The Food & Domestic Services Catering Manager – Head Chef is responsible for ensuring all duties including food preparation are undertaken in accordance with the food safety regulatory requirements and Occupational Health and Safety requirements are met.

Responsible for administrative duties including work allocation, training, rostering and guidance for all staff in the department (Support Services) and may require to assist in the recruitment of staff.

Duties include direct supervision, management and training of Support Services Food and Domestic staff across EWHS five campuses, kitchens, acute and aged care areas.

This position reports and is responsible to the EWHS Support Services Manager.

## **POSITION SPECIFIC RESPONSIBILITIES**

### **Main responsibilities**

Management of the Food Safety Program, including the maintenance of food services records and other data as required.

Responsible for rostering and shift replacement

Assist Support Services Manager with creation, implementation and maintenance of food services policies and procedures.

Assist Support Services Manager with menu development within dietary requirements.

Coordinating all food orders in accordance with planned menus that reflect the individual needs of Care Recipients.

Monitoring an ordering of food products and any wastage of supplies, maintain stock control procedures and report any issue of concern.

Liaising with Nursing staff to ensure the Care Recipients dietary needs e.g. diabetic and preferences including religious and cultural requirements, are provided accordingly, as per the care plan.

Liaising with nursing staff in the identification of special needs of Care Recipients (e.g. swallowing abilities, impact of illness) to ensure all individual and changing needs are met.

Responsible for direct supervision of personnel and their adherence to all department standards and policies.

### **Reporting requirements**

Completion of Audits, as directed.

Completion of documentation, in accordance with direction from Support Services Manager

Completion/Maintenance/Hazard Identification immediately upon discovery of an unsafe environment or unsafe equipment.

Completion of Incident Reporting immediately following an incident.

**Performance Appraisal:** at 6 months, then annually and as required by the line manager.

## **Prepare, cook and present food**

- Assemble and prepare ingredients
- Prepare dairy, dry goods, fruit and vegetables
- Prepare meat, seafood and poultry
- Cook, regenerate and serve menu items for food service
- Portion and plate food
- Establish and maintain quality control
- Complete end of service requirements
- Assist Support Services Manager in developing, monitoring and reviewing the menu in order to meet residents' nutritional needs in consultation with the dietitian and speech pathologist.

## **Receive and store kitchen supplies**

- Receive delivery of supplies
- Ensure supplies are stored correctly
- Rotate and maintain supplies
- Notify Manager when more supplies are needed

## **Clean and maintain kitchen premises**

- Ensure floors are swept and mopped
- Ensure equipment is cleaned, sanitized and stored appropriately
- Handle waste and linen
- Ensure kitchen areas have adequate supplies to maintain standards during service

## **Personal & Professional Development**

- Maintain contemporary knowledge of all food and cleaning standards to ensure that tasks are carried out meet all legislative and health service requirements.
- Rostering, including changes and shortfalls
- Mentors and coaches catering staff, providing direction and support as required
- Actively participate in all mandatory competencies and training as required to ensure service delivery meets the strategic needs of the department and changing legislative requirements.
- Demonstrated safe working knowledge of Food Safety and Chemical Management processes.
- Actively participate in annual performance appraisal.
- Participate in rounding with manager

## **Customer Service**

- Promote a culture of person-centred care by providing prompt and efficient customer service to all internal and external customers.
- Ensure feedback and complaints are listened to and reported to the Support Service Manager where required.
- Maintain confidentiality on all issues relating to the health service, consumers and colleagues.
- Demonstrated committed to ensuring all women, men, people from diverse cultural experiences, including Aboriginal and Torres Strait Islander people, class positions and social circumstances, sexual orientations, health and illness conditions are treated appropriately according to their specific needs.



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## **Administration & Documentation**

Ensure that all documentation is accurate and completed in a professional and timely manner and meets legislation and organisational policy and Food Safety Plan

Actively participate in relevant committees and prepare and submit reports as required by the Committee or Manager

Ensure that daily checklists, quality audit tools are completed as required.

Sound Computer Skills

## **Technical Skills & Application**

Ensure all tasks involving food comply with the Food Safety Guidelines and EWHS Food Safety Plan.

Ensure that all cleaning task comply with all infection control requirements. Assist with all food plating, delivery and collection functions including the clean and sanitising of cooking and food preparation areas

Apply a clean as you go attitude towards all food preparation and cleaning tasks. In addition to ensure that all areas of the health service including the kitchen are maintained to the highest standard of appearance and meet all required infection control requirements and The Food Safety Standards Australia and New Zealand (FSANZ).

Dispose of waste in accordance with EWHS and EPA guidelines

Ensure that EWHS furniture, equipment and facilities are maintained in good working order and any faults are reported in a timely manner

## **Teamwork & Communication**

Actively promote a team environment which strives for innovation and improvement in all processes.

Demonstrated ability to work consistently and positively within a team to achieve custom focused outcomes.

Work collaboratively with all members of the multidisciplinary team to facilitate integrated person-centred care.

## **Quality / Safety & Risk Management**

Participates in the organisational quality program

Participates in Procedure and Work practice review as requested.

Demonstrate a working knowledge of all relevant external legislation and internal EWHS policies and procedures that relate to this position and this health service.

Actively participate in and contribute to all quality improvement activities.

Minimise incidents of infection control breaches which may impact on resident/patient safety.

Actively cooperate with EWHS Occupational Health, Safety and Risk policies and to participate in appropriate safety education and evaluation activities.

Actively participate in staff meetings and professional development programs.

Be aware of EWHS Fire Safety and Evacuation Procedure and any responsibilities allocated to particular persons.

Knowledge of EWHS Risk Management policies and procedures, to be able to recognize risks while performing day to day duties report.

Identify risks and, where appropriate assist management to develop and implement effective measures for the management of risk.

Be aware of and ensure compliance with EWHS Manual Handling policies and procedures.

Use chemicals according to SDS (Safety Data Sheets) sheets and product information sheets and use appropriate PPE (Personal Protective Equipment) when using and handling chemicals.

## **Integrity**

- The values and expected behaviours at EWHS support ethical and responsible decision-making and a culture where all staff behave with integrity and respond appropriately if behaviour (at any level within an organisation) falls short of expectations.

- EWHS's disclosure and reporting processes provide confidentiality, utilise effective investigation and escalation mechanisms and include a range of actions to address fraudulent, corrupt or other unacceptable employee behaviours.
- If you suspect unethical, fraudulent or corrupt behaviour, it is imperative to report that behaviour. Sometimes this behaviour is managed internally but if it meets the mandatory minimum requirements, the CEO as the principal officer at EWHS has a statutory obligation to report material issues to the Independent Broad-based Anticorruption Commission (IBAC)
- Reports can be made directly to the CEO or the Board depending upon the level within the organisation the suspected behaviour is occurring.

## PERFORMANCE INDICATORS

Compliance with the Education Training Schedule (ETS).

Food presented to consumers is of a quality standard and consistent with 4-week cycle menu and individual modified dietary requirements. All duties are finished by the end of the shift.

Menu provides a variety of nutritious choices and meets resident cultural requirements and special needs

Menu complies with resident's nutritional and dietary needs

Kitchen is well stocked, supplies are rotated and stored correctly. Supplies and stock levels are adequate for service

Kitchen is clean and hygienic. Benches are clear and equipment stored and easy to locate. Kitchen is clean and orderly for the next shift.

## KEY BEHAVIORAL COMPETANCIES

Functional / Technical Skills

Directing Others

Conflict Management

Timely Decision Making

Motivating Others

Delegation

## KEY SELECTION CRITERIA

### Essential

Certificate in Commercial Cookery or equivalent trade qualifications

Previous experience cooking in aged care or industry experience as a Chef, cooking for large groups of people

Ability to work under pressure while maintaining a positive outlook and professional manner

Team player and able to work autonomously

Flexible approach and attitude

Effective communication skills

Hardworking and reliable

Physically fit

Allergy Management Competency or willingness to obtain

Experience as a Chef

Experience mentoring kitchen staff

Good understanding of catering operations within budgetary guidelines

Evidence of recent annual influenza immunisation or willingness to obtain.

Level 2 Food Safety Supervision qualification (Training can be provided).

### Desirable

The Food & Domestic Services Catering Manager – Head Chef at East Wimmera Health Service will hold:

- A current Victorian Drivers Licence.
- A current National Police Check or ability to obtain a satisfactory check.
- A current Working with Children Check.
- Ability to comply with the "Behavioural Outcomes" for this role.
- Experience in aged care environment

## East Wimmera Health Service

### STANDARDS OF BEHAVIOUR

#### Our staff will always:

#### Our staff will not:

<b>Together</b>	<ul style="list-style-type: none"> <li>• Work as part of the team</li> <li>• Mentor others</li> <li>• Provide encouragement to others</li> <li>• Care for others the way they would like to be cared for themselves</li> <li>• Partner with consumers in decision making about their healthcare</li> </ul>	<ul style="list-style-type: none"> <li>• Be self-centred</li> <li>• Have inappropriate conversations with others</li> <li>• Demonstrate a “can’t-do” attitude</li> <li>• Ignore feedback given by patients or colleagues</li> <li>• Avoid responsibility</li> <li>• Refuse to assist others with their workload</li> </ul>
<b>Honesty</b>	<ul style="list-style-type: none"> <li>• Be open &amp; honest with ourselves and with others</li> <li>• Make ethical decisions</li> <li>• Bring ourselves to work</li> <li>• Maintain high levels of integrity</li> <li>• Be responsible and accountable</li> </ul>	<ul style="list-style-type: none"> <li>• Be dishonest</li> <li>• Be unreliable</li> <li>• Pass the buck</li> <li>• Be lazy</li> </ul>
<b>Empathy</b>	<ul style="list-style-type: none"> <li>• Commit to delivering a positive health experience to every person every time</li> <li>• Show compassion to all people</li> <li>• Demonstrate empathy &amp; understanding</li> </ul>	<ul style="list-style-type: none"> <li>• Be sarcastic</li> <li>• Be judgmental</li> <li>• Make care decisions without consulting the consumer</li> </ul>
<b>Community</b>	<ul style="list-style-type: none"> <li>• Maintain customer focus</li> <li>• Lead by example</li> <li>• Be responsible &amp; accountable for their own actions</li> <li>• Stand up and take action</li> <li>• Escalate issues or behaviours of concern</li> </ul>	<ul style="list-style-type: none"> <li>• Be hypocritical</li> <li>• Contribute to rumours</li> <li>• Discriminate against others</li> <li>• Think they’re better than others</li> <li>• Be passive</li> </ul>
<b>Open</b>	<ul style="list-style-type: none"> <li>• Demonstrate consistency</li> <li>• Treat people equally</li> <li>• Be considerate &amp; understanding</li> <li>• Be collaborative and collegiate</li> <li>• Deal with issues</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate favouritism &amp; exclusion</li> <li>• Withhold information</li> <li>• Ignore issues</li> </ul>
<b>Respect</b>	<ul style="list-style-type: none"> <li>• Maintain confidentiality &amp; privacy</li> <li>• Be punctual</li> <li>• Listen to others &amp; accept differences</li> <li>• Respond courteously</li> <li>• Greet all people by saying hello, smiling and introducing themselves</li> <li>• Be culturally informed and sensitive</li> <li>• Respect diverse opinions</li> </ul>	<ul style="list-style-type: none"> <li>• Be arrogant</li> <li>• Be disrespectful</li> <li>• Display rudeness</li> <li>• Bully, harass or display aggression</li> <li>• Allow unacceptable behaviour</li> </ul>
<b>Excellence</b>	<ul style="list-style-type: none"> <li>• Expect and deliver excellence</li> <li>• Persevere to do the best job they can</li> <li>• Strive continuously to improve</li> <li>• Be professional &amp; enthusiastic</li> <li>• Have the courage to question what we do</li> </ul>	<ul style="list-style-type: none"> <li>• Give up</li> <li>• Accept mediocrity</li> <li>• Leave an untidy workplace</li> </ul>

Staff at EWHS must also comply with both the Industry and organisational Code of Conduct

## RISK ASSESSMENT / JOB ANALYSIS

East Wimmera Health Service provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

*(Please mark (eg X or ✓) to those that apply to this position)*

Aspects of Normal Workplace	Frequency			
	Occasionally	Regularly	Continual	NA
<u>Work Environment</u>				
• Work with the possibility of extended hours	✓			
• Work in locations geographically separated from main facility	✓			
• Working off site which may include clients homes				✓
• Clinical areas	✓			
• Travelling or Driving in cars on a regular basis	✓			
<u>Work Activity</u>				
• Manage demanding and changing workloads and competing priorities			✓	
• Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time		✓		
• Sitting at the computer for extended periods of time	✓			
• Sitting in meetings for extended periods of time	✓			
• Use of technology including photocopiers, telephones	✓			
• Undertake manual handling of equipment		✓		
• Patient Handling ( <i>No Lift Program operates throughout EWHS</i> )				✓
• Exposure to Substances ( <i>Protective equipment &amp; procedures in place to prevent contact</i> )		✓		
<u>Work relationships</u>				
• Work in a team environment and at times independently			✓	
• Interaction with staff from other disciplines and departments		✓		
• Interacts with: <ul style="list-style-type: none"> <li>○ colleagues and other hospital staff</li> <li>○ members of the public</li> <li>○ Patients and relatives</li> </ul>		✓		



# Cultivating Healthy Communities

I acknowledge:

- That I have read and fully understand the Position Description and the position's Job Analysis.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That EWHS may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

**Name (please print)** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

Document Control	
Executive Sponsor: Director of People & Culture	
Manager Responsible: Support Services Manager	
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