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| Your Role | Care Service Employee (Catering) Grade 1 or 2 | Reports To | Food and Beverage Coordinator |
| Stream | Hospitality | Line Manager | Click or tap here to enter text. |
| Key Relationships | Clinical, Catering, Cleaning, Laundry | Team | Catering |

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| Your Purpose |
| The position of Care Service Employee (Catering) is responsible for providing quality food and beverage services to meet the needs of clients. |

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| Your Profile |
| * Certificate I or II in relevant area (or working towards) (Grade 1) - desirable * Certificate III in relevant area (or working towards) (Grade 2) * Responsible service of alcohol certificate (RSA) * Experience providing food services, preferably in aged care * Basic knowledge of food safety requirements * Good written and verbal communication skills * Introductory computer skills * Commitment to providing a high standard of customer service * Commitment to enhancing the quality of life of older persons in our communities. |

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| Your Responsibilities | |
| Hospitality | * Provides food and beverage services such as preparing food items, plating food in an appealing way, setting and clearing dining areas, and serving food. * Provides cleaning services such as cleaning kitchen/dining areas, cleaning food service equipment, and washing up. * Follows food safety procedures such as temperature checking, food labelling, food storage, infection control, and checking client allergies/dietary requirements/high risk foods. * Follows documentation procedures such as temperature controls, food labelling, and completing other documentation such as Incident Reports. * Provides services safely by following procedures in areas such as infection control, chemical handling and manual handling. |
| Customer | * Acts as a client advocate by reporting concerns regarding client services or client rights to senior staff. |
| Leadership | * May plan and coordinate the work of employees of a lower grade (Grade 2). |
| Work Health and Safety | It is a responsibility of all employees to ensure the safety of themselves and others in the workplace by:   * Complying with Whiddon’s Work Health and Safety Policies and Procedures at all times; * Conducting themselves in line with Work Health and Safety legislative requirements at all times; * Following reasonable directives where safety is concerned; * Identifying and reporting hazards, incidents and safety breaches or concerns. |

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| Your Commitment |
| By accepting your role at Whiddon, you commit to performing your role to the best of your ability, in line with expectations, and in doing so demonstrating your commitment to The Whiddon Way, MyLife and Relationship Based Care in the workplace by:   * Maintaining and improving our residents’/clients’ wellbeing through the seven wellbeing outcomes – applying the MyLife Model of Care; * Applying Whiddon’s Relationship Based Care tools and approach every day; * Ensuring that the clinical, emotional, social and wellbeing needs of our residents/clients are met; * Demonstrating our values with residents, clients and team members, through;   + Nurturing relationships and communities: showing kindness, care, respect and inclusiveness in all interactions with residents, clients and team members. Being inclusive means nurturing relationships, treating everyone as an individual, and accepting everyone as they are.   + Being progressive and innovative: being brave and open to new ideas.   + Creating exceptional impact: listening, understanding and making a difference. |