

# Support Worker - Catering

## Primary Purpose

The Support Worker - Catering will ensure a supportive environment where residents are encouraged to express their food preferences and choice, whilst ensuring that food is nutritious and prepared in alignment with appropriate standards. Catering support workers will do all that they can to support cultural, religious and dietary preferences in preparation and food service to ensure that resident satisfaction is maintained

## Organisational Environment

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres

Calvary continues the mission of the Sisters of the Little Company of Mary, a mission focused on caring for those who are sick, dying and in need. We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the Spirit of Calvary and the example of Venerable Mary Potter.

As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans.

## Responsibilities

***Excellence in Service Delivery:***

**Approved by:** National Executive Advisor Aged Care

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- Support service delivery under the direction of the Chef/Cook
- Prepare daily meals and beverages that meet individual needs of each resident including special dietary requirements, allergies and culturally specific as instructed by the Chef or Cook.
- Ensure environmental service standards are met and maintained, and the residents living environment is safe and maintained to a high standard of cleanliness
- Ensuring that all duties are worked in accordance with the National Food Safety Program at all times including completing food safety records and the prevention of cross contamination.
- Serve nutritious meals in well-presented manner and at the appropriate temperature
- Work with Care team to plate and deliver meals, ensuring familiarity with menus and the needs and preferences of individual residents within the home
- Provide social and emotional support to all residents ensuring that care provision is holistic and person centred.
- Prepare trays and trolleys for each meal services as per the Calvary National Dining and Nutrition Guide
- Complete cleaning tasks in accordance with the cleaning schedule, filling in appropriate sign off sheets
- Ensure the appropriate chemicals are used safely and in accordance with SDS and cleaning schedules.
- Document resident's requirements and any "exceptional" changes which occurs for the resident on shift
- Assist and support the Chef in ensuring adequate stocks of food products and related kitchen items

***Excellence in Service Development:***

- Be proactive in identifying potential opportunities for quality improvements in all aspects of service delivery
- Be part of a culture which encourage residents, their families and friends, members of the community and work colleagues to raise concerns, suggestions and complaints and see these as opportunities to improve the quality of our work
- Utilise company resources in an effective and efficient manner including monitoring food wastage.

***People and Culture:***

- Practice in accordance with Calvary and relevant Government policies and procedures, the position description, Code of Conduct and industrial agreements.

- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect.
- Respect each person’s privacy, dignity and confidentiality when providing services for residents
- Promote and contribute to person-centred and resident-led care
- Participate in all training relevant to their role at Calvary and assist in training others in their role where reasonably directed to do so.
- Develop and maintain excellent relationships with families, visitors and the community

### Work Health & Safety

*WH&S Responsibilities:*

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;
- Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table
- Report all hazards, maintenance required and equipment in need of repair or service

### Key Relationships

Internal:	Home Manager Chef & Cooks Residents and staff forums/ committees & Volunteers
External	Government departments and statutory bodies

### Position Impact

Direct Reports:	NA
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Budget:	NA
<b>Selection Criteria</b>	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Effective interpersonal communication; both written and verbal</li> <li>• Demonstrated ability to prioritise workloads</li> <li>• Commitment to continuous quality improvement</li> <li>• Working knowledge of WH&amp;S and Infection Control</li> <li>• Ability to operate standard domestic and industrial equipment</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in food preparation and food safety</li> <li>• Certificate III Aged Care</li> <li>• Apply First Aid Certificate</li> <li>• Food Handling Certificate (HLTFSE001 - Follow Basic Food Safety Practices)</li> </ul>	
<b>Approvals</b>	
Employee Name & Signature:	Date:
Manager Name & Signature:	Date: