

Employee Position Description

Key Position Information		
Job Title: Food Services Assistant		Reports To: Catering Manager
Team Name: Residential Home XX	Division: Residential Aged Care	Cost Centre: TBA
Work Area: Kitchen	Work Area Code:	Location: Residential Home XX
Enterprise Agreement [EA] <input type="checkbox"/> Yes <input type="checkbox"/> No	Name of Enterprise Agreement TBA	Classification [per EA] TBA
Incumbent: New Position	Job Description X New	Date Updated 02/02/2022

Primary Purpose of Job
<p>Responsible to the Catering Manager, the Food Service Assistant will be responsible in basic food preparation such as sandwiches, salads, breakfast preparation, fruit platters, plating of meals, set up of meal trays, placement of dining room tables and setting, service from a bain marie and serving to residents. The Food Services Assistant will also be responsible for general pantry duties including the delivery of goods to Houses, tea rooms and function areas. The food services assistant is responsible for the Health, Safety and Environmental implications of their own actions and has a duty to carry out work in a manner consistent with JCV Policy and in accordance with relevant Environmental legislation.</p> <p>To represent JCV through the delivery of high quality product and service, that meets the specific needs of our individual residents whilst adhering to the policies and procedures of State and Federal Authorities.</p>

Dimensions			
Direct Reports 0	Indirect Reports 0	Budget Financial Responsibility \$nil	Delegated Financial Authority \$nil

Role Balance		
People – <u>percentage</u> of time getting things done through others 0%	Scheduling – <u>percentage</u> of time planning, coordinating 10%	Technical – <u>percentage</u> of time delivering based on knowledge and skills 90%

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Key Result Area (KRA)	Key Accountabilities and Responsibilities <i>Accountable = "The buck stops here" Responsible = "The doer"</i>
Jewish Care Values	<ul style="list-style-type: none"> • Act consistently in accordance with Jewish Care values, challenge practices inconsistent with these values and uses values as a basis for managing relationships and decision making. • Adhere to the organisation's practice and behavioural guidelines in relation to the appropriate treatment of children. • Actively promote and support Jewish Care's commitment to diversity and inclusion; act in accordance with our relevant Position Statements, policies, and procedures, including those that promote maintaining the standards of our Rainbow Tick Accreditation; and promptly report any breaches of cultural safety. • Adhere to the organisation's Code of Conduct. • Report any suspicions, concerns, allegations or disclosures of alleged abuse to management. • Actively demonstrate our leadership behaviours – empathy, goal setting, personal development and belonging.
Operational	<ul style="list-style-type: none"> • Assembly and preparation of basic ingredients as directed • Retrieving produce from stores into the main kitchen • Plating meals for resident trays or bain marie for all meal periods • Preparation of desserts into portioned bowls • Delivery of meals to residents bedside table or Houses • Receive and check foodstuffs in accordance with company policies • General pantry duties such as cleaning, maintenance and re-stocking • Rubbish removal from kitchen to specific areas • Stock control and security of food storage areas • Counting of stock for stock take purposes as directed • Adherence to all kitchen policies and procedures • Cleaning duties in own work area • Dishwashing and stacking cutlery • Other associated duties as directed.
Performance Standards	<ul style="list-style-type: none"> • Positive feedback from the management regarding performance of FSA • Reporting of misconduct and issues arising from misconduct • Customer complaints/negative feedback is limited to incidents, which do not repeat and can be corrected satisfactorily as they occur. • Consistency & quality of kitchen cleanliness • Consistency & quality of service • Ensures all resident enquiries are handled courteously and result in customer satisfaction • Completion of all JCV training in a spirit of willingness • Adherence to JCV uniform standards • Timely completion of tasks as directed • Positive relationships established with internal/external customers and work colleagues • Safe and correct use of machinery within kitchen

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		<i>Accountable = "The buck stops here" Responsible = "The doer"</i>	
Self-Development		<ul style="list-style-type: none"> Take responsibility for self-development by actively gaining knowledge relevant to contemporary people and culture as well as aged care, community care and disability research and practice. Review current literature, attend professional development, network with peers in similar roles. Participate in cross-team projects and and learn from colleagues. 	

Corporate Accountabilities and Responsibilities	
Team Member	<ul style="list-style-type: none"> Energetic, collaborative and detail-focussed. Perform work safely and complete tasks on time, on budget and in accordance with expectations. Question, debate review with leader and peers. Develops performance and career goals and initiates conversation with manager.
OHS	<ul style="list-style-type: none"> Proactive in caring for the health, safety and wellbeing of all people in our work environment. Ensure all appropriate actions are taken to implement OHS processes, procedures, work instructions, training, and legislative requirements. Demonstrate initiative in implementing actions that facilitate the continuous improvement of OHS within Jewish Care.

Key Relationships	
Internal	<ul style="list-style-type: none"> Facility Manager Hotel Services Manager Catering Manager Rabbi Quality/ Safety Team
External	<ul style="list-style-type: none"> Elders/ Residents Elders/ Residents Families Local Council Authority 3rd Party Auditor

Values	
Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values:	
Derech Eretz: Respect	Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society.
Kehilla: Community	Working together to strengthen our community, to build and support the capacity and resilience of individuals and families.
Hachlala: Inclusion	We embrace diversity and work together for a just and equitable society.
Achrayoot Chevratit: Social Responsibility	Behaving ethically, with sensitivity and acting in the best interests of all.

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Role Required Capabilities	
<p>Skills (the technical skills to do the job at a high level of accomplishment)</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrate good communication and interpersonal skills • Demonstrate computer literacy skills
<p>Knowledge & Qualifications (the specific qualifications required and knowledge fields are ideally required of the incumbent)</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Knowledge of Food Services in a health or aged care setting • Good knowledge of HACCP principles and the theory behind these principles • Current Food Handlers Certificate <p>Desirable:</p> <ul style="list-style-type: none"> • Food Safety Supervisors Certificate • Understanding of a Kosher Kitchen
<p>Experience (the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context)</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrated experience in an aged care or hospital food setting <p>Desirable:</p> <ul style="list-style-type: none"> • Conversant with aspects of modified foods • Experience in an acute / dementia / mental health area
<p>Wisdom (the sensitive tasks that require good judgement)</p>	<ul style="list-style-type: none"> • To be sensitive to situations during food focus meetings to meet Elders requirements and satisfy their needs and wants to do with food without losing sight of the bigger picture
<p>Valuing (the type of work someone undertaking this role would need to value)</p>	<ul style="list-style-type: none"> • Value in specific tasks to ensure a residents needs are met • Jewish principles in cookery, holy days and special occasions • Basic commercial cookery with a sharp focus on presentation
<p>Pre-Requisites</p>	<ul style="list-style-type: none"> • Australian Police Check • International Police Check (where relevant) • Working with Children Check (if required) • NDIS Worker Check (if required) • Commitment to providing professional and safe services to all residents and clients, including children and young people • Commitment to creating an environment to ensure our clients are safe and free of abuse, neglect, violence and preventable injury • Unrestricted right to work in Australia (Visa evidence required)

Employee Position Description

Employee Acknowledgement

Please sign and date to acknowledge you have read and understood this position description.

Name:

Signature:

Date:

**A signed copy of the position description must be returned to:
People & Culture at 619 St Kilda Road, Melbourne VIC 3004 or P&C@jewishcare.org.au**



Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community.



Jewish Care acknowledges Aboriginal and Torres Strait Islanders as the Traditional Custodians of the land on which we live and work. Our services and supports are provided on the lands of the Wurundjeri and Boonwurrung people, and we deeply respect and honour their ongoing cultural and spiritual connection to land, waters.



Jewish Care is an accredited Safeguarding Children organisation. The welfare and safety of all children and young people is a priority.