POSITION DESCRIPTION

JOB TITLE	**FOOD SERVICES ASSISTANT**
DEPARTMENT	**Residential**
REPORTS TO	**Chef**
DIRECT REPORTS	**Nil**

ROLE PURPOSE

To work as part of a cohesive team by undertaking general catering duties for the provision of high quality catering services. Work in a safe and inclusive manner that reflects SCC's Better for life model to provide person centred care and support.

Within the guidelines provided by nursing staff, support each resident's independence and self determination to make their own choices, including taking some risk, to enable them to live as well as they can.

KEY RESPONSIBILITIES

KEY OUTCOMES	KEY ACTIVITIES
Health promoting Services	• Provide safe and effective food services that support the daily living needs, goals and preferences for residents in accordance with their care and service plan including but not limited to: – assisting in the preparation, cooking, distribution and serving of all types of meals principally for residents but also for visitors, staff and for functions – observing food safety, HACCP, quality and hygiene standards – adhering to SCC policies and procedures – undertaking the final preparation and presentation of supper to residents – maintaining accurate relevant catering records including the monitoring and recording of food temperatures – reporting any feedback from residents' on their satisfaction or otherwise for meals provided – reporting any food preference requests from residents to the Chef – undertaking general kitchen duties – assisting in stocktaking and requisition of supplies – checking deliveries for quality and quantity – adopting a correct and economical use of material and equipment – notifying the manager of any mechanical defects or service requirements for catering equipment.
Person Centred philosophy – our people and values	• Treat all residents (and their representatives) with dignity and respect • Work positively and collaboratively with other staff to provide person centred food services and supports that is safe and effective • Listen with empathy to residents and their representatives about the resident's food needs, goals and preferences • Support each resident make their own food decisions, in conjunction with Nursing staff, to enable them to feel socially connected • Report to Nursing staff any observed eating difficulties or adverse food reaction that residents have • Support and mentor new food services staff.

Aged Care friendly environment	• Report any risks that have the potential to cause an accident or injury • Report (immediately) any actual or suspected incidents of elder abuse • Maintain privacy and confidentiality of all resident information • Participate in activities that measure the food quality standards and resident satisfaction with catering services.
Governance (quality control)	• Use the feedback system to provide suggestions for improving work practices to best practice quality standard (continuous improvement) • Identify opportunities for food service innovation and improvements in collaboration with the Chef • Use resources and supplies effectively to minimise waste • Read and comply with all new policies, procedures or work instructions relevant to the role
Safe Work Environment (WHS)	Personally work in a safe and healthy manner and take reasonable care to protect your own health and safety, and to avoid adversely affecting others including but not limited to: • report for duty in a condition not adversely affected by alcohol or drugs to the extent that would endanger your own safety or the health and safety of others • as far as is reasonably possible, use equipment provided for WHS purposes, obey reasonable WHS instructions, comply with all SCC WHS policies, procedures, safe working instructions, specified work practices and associated WHS documents • identify and report any work health and safety hazards/near miss incidents/injuries and maintenance/repair issues

PERSON REQUIREMENTS

Essential Requirements

Qualifications

- Nil

Experience

- Previous experience in a food handling role

Skills

- Sound best practice food handling skills appropriate to the role
- Sound communication skills with a level of English literacy to speak in manner that older people can understand and to be able to read written instructions
- Time management to manage own workload, without direct supervision, to complete tasks within the allocated time
- Physical and emotional ability to perform the job requirements
- Manual handling skills to prevent injury to self or others

Knowledge

- A basic understanding of the requirements to support residents living with dementia including those who display challenging behaviours
- A basic knowledge of the requirements of the Aged Care Standards as are applicable to the role

Personal Attributes

- Ability to fit the work culture and a commitment to SCC's Values & Better for Life model
- Ability to build positive relationships with residents and their representatives
- Commitment to work collaboratively as a positive and productive team member
- Demonstration of integrity, calmness and personal resilience
- Commitment to provide person centred customer service
- Commitment to a problem solving approach to managing risks

Desirable Requirements

- Previous food handling experience in aged care

STATEMENT OF ACCOUNTABILITY

I have read, understand and accept the requirements of this position description, including but not limited to the obligation to:

- Work to and demonstrate commitment to SCC's "Better for life" model in everything I do
- Perform all duties and behave at all time in accordance with the SCC Code of Conduct
- Perform my duties to meet contemporary best practice professional standards applicable to my role
- Treat all residents, clients and their family and support persons, staff and volunteers with respect, dignity and good humour
- Participate in a performance review during the probationary period and at subsequent annual and as required reviews
- Exercise a duty of care and comply with other common law and regulatory requirements in the performance of my duties
- Work in a safe and healthy manner at all times
- Maintain privacy and confidentiality standards applicable to residents, clients and SCC
- Work to and promote SCC's approach to healthy ageing and person centred care
- Comply, as applicable, to all legislative and regulatory requirements including the Aged Care standards
- I commit to modelling SCC's values at all times:

SERVICE	Be the difference to people in our community, through your service, dedication and positive commitment to helping others.
COURAGE	Be the difference by having the courage to step out of your comfort zone to do what needs to be done and trusting in your teammates to do the same.
COMPASSION	Be the difference by working with compassion, a deep sense of empathy, concern and humanity towards others.

- I acknowledge that the duties of my role may change with duties added to, deleted or modified, and I may be required to do additional duties over those listed in this PD from time to time in line with the skills requirement of the role
- I understand the consequences of not adhering to the requirements of the position description may involve disciplinary action up to and including termination of employment.

YOU			
Name			
Signed		**Date**	

Version No	*Updated*	*Approved by*	*Date approved*	*HR Review date*	*HR Reviewer*
5	15/05/2025				