

# Position Description

[Food Services Assistant]



## Position Details

<b>Position Title</b>	<b>Food Services Assistant</b>
<b>Position Number</b>	100704, 100705, 704407, 704408, 704409, 704410
<b>Classification</b>	Band 2
<b>Division</b>	Community Strengthening
<b>Branch</b>	Aged & Disability Services
<b>Unit</b>	Food Services
<b>Reports To</b>	Food Services Lead
<b>Employment Essentials</b>	<ul style="list-style-type: none"><li>• Working with Children Check</li><li>• Victorian Driver's Licence</li><li>• National Police Check</li><li>• Pre-Employment medical</li></ul>

Yarra City Council is committed to being a [child safe organisation](#) and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islander peoples, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

## At Yarra Every Job is a Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

## Organisational Context

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Aged & Disability Services Branch forms part of the Community Strengthening Division that contributes directly to the achievement of these organisational goals. The incumbent is required to pursue position

# Position Description

[Food Services Assistant]



objectives through effective teamwork. The Food Services Unit is responsible for providing a centre and home-based meals program that enables service users to remain living independently within the community.

<b>Position reports to:</b>	Food Services Lead (FSL)
<b>Reporting to this Position:</b>	Nil
<b>Internal Relationships:</b>	Coordinator Community Programs Food Services Administrative Officer All Aged & Disability Services staff
<b>External Relationships:</b>	Residents using the Delivered Meals Service and/or Carers

## Position Overview

- Provide a nutritious Delivered Meals service as well as centre-based meals for older people and people living with disability to also help reduce social isolation and promote independence.
- Contribute to the development and achievement of Branch and Divisional goals, particularly in the areas of improved customer service and service delivery.

## Key Responsibilities

### All Yarra employees:

Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Councils activities.

### Daily Meal Delivery

- Pack and organise safe storage of daily meal orders in preparation for timely delivery.
- Deliver meals as directed in a timely, safe and friendly manner to residents in their own homes or in a community setting.
- Heat and plate meals for individual clients in their own homes where required.
- Assist and advise clients with their menu selection as required.
- Distribute service information and assist with data collection to inform service planning as required.
- Guide service users in the storage, heating and serving of meals in their home according to set food delivery procedures.
- Monitor the health and wellbeing of clients and report all concerns and observations to the FSL daily.
- Comply with food safety and personal hygiene procedures when serving, handling and delivering food.
- Maintain, clean and check delivery equipment including delivery vehicle according to procedures and food safety standards.
- Assist with centre based meals including food plating, serving, and dining room support.

### Administration

- Ensure daily paperwork is completed in accordance with the FSL's requirements, ensuring timely maintenance of quality records.
- Prepare labels and lids for special meals as required.
- Participate in team meetings and training to improve skills and competencies.
- Report any unusual incidents or issues raised by service users to the FSL.

### Occupational Health and Safety

- Ensure that all work practices are followed with strict adherence to Occupational Health and Safety procedures.

# Position Description

[Food Services Assistant]



- Undertake other duties as required within the skills and competencies of a position at this level.

## Other

- The incumbent may be directed to carry out such other duties as are within the limits of his / her skills; competence and training provided such duties do not promote a narrowing of his / her skill base.

## Accountability and Extent of Authority

- Works in a team or individually under routine supervision.
- Uses developed skills.
- General guidelines and some discretion.
- May assist others in supervision of others at the same or lower band.
- Responsible for quality of own work.

## Judgement and Decision Making

- Work is clearly defined, with established procedures well understood or clearly documented.
- Some originality in approach expected, but usually based on previously encountered procedures or practices.

## Management Skills

- NA

## Interpersonal Skills

- Will require oral communication skills, and where appropriate, written skills with clients, other employees and the public.

## Risk and Safety Requirements

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures to meet this commitment.

## Specialist Skills and Knowledge

The Foods Services Assistant is required to:

- Have completed an accredited “Food Safety and Handling – Level 1” training and subsequent refresher courses.
- Understand and apply basic food safety requirements as set out in procedures.
- Undertake First Aid and CPR Training and subsequent refresher courses.

# Position Description

[Food Services Assistant]



- Provide personal assistance to service users involving monitoring and limited responsibility.

## Qualifications and Experience

- Basic Food Safety and Handling certificate – Level 1.
- Current First Aid Certificate.
- An understanding of the needs of older people.
- Ability to speak a second language is desirable but not mandatory.

## Key Selection Criteria

List the essential attributes upon which applicants will be shortlisted and assessed for selection, including required skills, ability, knowledge, experience and qualifications. Maximum 5 criteria.

1. Demonstrated understanding of and ability to relate well to older people, people with disability and people from diverse backgrounds.
2. Ability to work independently, understand and apply established procedures as well as participate in resolving day to day meal delivery issues as they arise
3. Ability to work in a broader team, showing flexibility and being hands on to ensure uninterrupted service delivery.
4. Ability to communicate risks, assess and balance priorities of tasks to deliver a safe service to clients
5. Valid Driver's Licence and access to a reliable and registered motor vehicle.