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| **Position Title:** | Hospitality Services – Kitchen Hand |
| **Reports to:** | Service Manager |
| **Direct Reports:** | Nil |
| **Business Area:** | Residential Care |
| **Primary Location:** | Various Sites |

##### PURPOSE

The Hospitality Services – Kitchen Hand is responsible for preparing, plating and serving nutritious meals in line with residents’ individual dietary requirements working in the kitchen and dining areas to ensure the smooth service of meals. Kitchen Hands will delivery exemplary customer service and work collaboratively with Carers and other staff to deliver an enjoyable dining experience for Amana Living residents.

**VISION, MISSION, AND VALUES**

The Hospitality Services – Kitchen Hand contributes to Amana Living’s Vision, Mission, and Values.

**VISION**  A community where every older person is honoured and valued.

**MISSION** Together, we enable older people to maintain their individuality, providing what is needed to support a fulfilling life.

**VALUES**  **Compassion** We act with kindness, empathy, and respect to foster a community of caring

**Collaboration** We work together, so every person’s contribution advances our common purpose

**Curiosity** We are determined and creative in finding ways that deliver great outcomes

**Inclusion**  We celebrate diversity, ensuring everyone is welcomed and treated equitably

**Trust**  We take our responsibility seriously and are worthy of the trust placed in us

**AGED CARE CODE OF CONDUCT**

Aged care workers are covered by the Code of Conduct for Aged Care. The Code sets out how approved providers (Amana Living) and their workers (Amana Living staff) and governing persons must behave and treat consumers when providing aged care services, and strengthens protections for older Australians against unsafe, poor-quality aged care services.

Amana Living expects all staff covered by the Aged Care Code of Conduct to comply with Code and all remaining staff to provide care and/or service that is safe and respectful and to behave in a way that is in keeping with the Code.

**WORK HEALTH AND SAFETY**

Hospitality Services – Kitchen Hand is required to take reasonable care for their own health and safety and the health and safety of other persons at the workplace. Throughout their employment they must comply with any reasonable instructions, policies and procedures relating to health and safety at the workplace.

##### KEY DUTIES AND RESPONSIBILITIES

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| **CORE RESPONSIBILITIES** | **KEY TASKS AND DUTIES** |
| **General** | * Prepares and plates food, serves and clears away meals in line with food preparation schedules * Maintains the food preparation and serving areas to state hygiene standards * Maintains appropriate resident interactions in line with the organisational values * Considers resident lifestyles and personal choice * Maintains effective interpersonal relationships with others, utilising appropriate channels for assistance guidance and concerns * Ensure that dietary requirements are followed as per individual care plans |
| **Compliance with Relevant Acts and observes Regulations** | * Complies with Amana Living’s policies and procedures * Complies with infection control standards and practices * Participates in and promotes regulatory compliance in occupational health and safety against Amana Living’s Policies and Procedures |
| **Personal Development** | * Attends and actively participates in compulsory training sessions and meetings as required by Service/Centre Operations Manager * Contributes to the continuous improvement of own work practices * Acts to enhance the professional development of self |

##### KEY OUTCOMES

Prepares and delivers quality, appetising and healthy meals in accordance with hygiene and safety standards while meeting the individual dietary needs of Amana Living residents.

**SELECTION CRITERIA**

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| **SKILLS, KNOWLEDGE & ABILITIES** |
| Certificate in Cooking / Food Preparation |
| Passion for food preparation and presentation |
| Previous kitchen / food preparation experience (with experience in the Aged Care Industry desirable) |
| Demonstrated good verbal, written and interpersonal communication skills |
| Proven organisational and time management skills |
| Ability to problem solve, applying creative solutions whilst working within the organisation’s policies, procedures, and values |

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| **ESSENTIAL REQUIREMENTS** |
| National Police Clearance Certificate (no older than 6 months) or NDIS (Worker’s Screening) Check (inclusive of National Police Clearance) |
| Proof of current influenza and Covid-19 vaccinations as per Amana Living policies |
| Successful completion of pre-employment medical |

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| **ATTRIBUTES & ATTITUDES** |
| Professional presentation and proactive attitude |
| Ability to work independently and as a member of a team |