



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>		Food Services Assistant			
<b>POSITION NO:</b>		704407	<b>CLASSIFICATION:</b>		Band 2
<b>DIVISION:</b>		Community Programs			
<b>BRANCH:</b>		Aged and Disability Services			
<b>UNIT:</b>		Food Services			
<b>REPORTS TO:</b>		Food Services Team Leader			
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	Yes	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	Yes

*This position is required to provide evidence of COVID-19 double dose vaccination. We will work with individuals to assess their ability to meet this requirement on a case by case basis.*

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*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 Islanders, 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.*

### POSITION OBJECTIVES

To provide a safe, reliable and high-quality meal delivery and centre based service to enable eligible service users and their carers to remain independent in their own homes and the local community.

### 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 Programs Division that contributes directly to the achievement of these organisational goals. The incumbent is required to pursue position 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.

## **POLICY CONTEXT**

The provision of community care services for older people and people with disability is undergoing major reform. As of 1 July 2016, two significant elements of the reforms will commence in Yarra.

### Commonwealth Home Support Program (CHSP)

The introduction of the CHSP, replacing the Home and Community Care (HACC) program, will see the establishment of the My Aged Care (MAC) system and new referral pathways for entry to community-based care services. This new approach will also see changes to Council's assessment and service provision functions across 2016 to 2022.

These reforms mean the incumbent will be supporting significant change within Council's aged and disability services. The scope of the Key Responsibilities Areas and Duties within this position description will need to be adjusted as the reforms progress.

Note: The position duties will be reviewed in light of the CHSP reforms

## **ORGANISATIONAL RELATIONSHIPS:**

**Position Reports To:** Food Services Team Leader

**Position Supervises:** Nil

**Internal Relationships:** All Aged and Disability Services Staff

**External Relationships:** Service users, carers.

## **KEY RESPONSIBILITY AREAS AND DUTIES**

### **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 Food Services Team Leader 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.

### **Administration**

- Ensure daily paperwork is completed in accordance with Team Leader's requirements.
- Assist in the preparation of delivery rosters, centre meal orders and running sheets.
- 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 Team Leader.

### **Occupational Health and Safety**

- Ensure that all work practices are followed with strict adherence to Occupational Health and Safety procedures.
- Undertake other duties as required within the skills and competencies of a position at this level.

### **Multi-Skilling**

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**

The Food Services Assistant is directly accountable to the Food Services Team Leader for:

- performing tasks involving a range of developed skills;
- completing work within specific guidelines including the exercise of discretion in applying established practices and procedures;
- is responsible for the quality of the work performed;
- complete confidentiality of service user information;
- assistance in training new staff members;

### **Safety & Risk**

- 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 in order to meet this commitment.

### **Sustainability**

- Embrace the following Sustaining Yarra principles through day to day work:

- Protecting the Future
- Protecting the Environment
- Economic Viability
- Continuous Improvement
- Social Equity
- Cultural Vitality
- Community Development
- Integrated Approach

### **Yarra Values**

- Behave according to the following values which underpin our efforts to build a service-based culture based on positive relationships with colleagues and the community:
  - Accountability
  - Respect
  - Courage

## **JUDGEMENT AND DECISION MAKING**

Work activities are routine and clearly defined. The incumbent may resolve minor problems that relate to immediate work tasks.

The Food Services Assistant is required to exercise limited judgement in monitoring service users' physical health and wellbeing, including taking appropriate emergency response action as outlined in Council's Policies and Procedures documentation and reporting all concerns or changes to the Food Services Team Leader. Guidance is always available.

## **SPECIALIST KNOWLEDGE AND SKILLS**

The Foods Services Assistant is required to:

- completed an accredited half day "Food Safety and Handling" training course.
- understand and apply basic food safety requirements as set out in procedures;
- undertake First Aid Training and subsequent refresher courses;
- provide personal assistance to service users involving monitoring and limited responsibility.

## **INTERPERSONAL SKILLS**

- Ability to provide clear and concise oral information to clients with a range of abilities and ailments including dementia;
- Ability to deal pleasantly, clearly and tactfully with a diverse range of service users;
- Ability to maintain client confidentiality;
- Ability to respect lifestyle differences of service users, and work in a sensitive, empathetic and patient manner; and
- Ability to discuss and resolve problems with service users and/or the Team Leader.

## **QUALIFICATIONS AND EXPERIENCE**

- Basic Food Safety and Handling certificate required;
- 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**

- Demonstrated good oral and basic written communication skills;
- Experience working independently and as a member of a team;
- Ability to understand and apply established procedures;
- Ability to relate to the needs of older people;
- Valid Drivers Licence and access to a reliable and registered motor vehicle during working hours.