

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support.</p> <p>Together, we stand with Australians in need until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Food Services Officer
Division:	Community Services
Classification:	Food Services Employee
Level:	Level 5
Program:	Mission Australia Residential Rehabilitation Treatment Service (MARRTS)
Reports to:	Team Coordinator Residential Programs
Position Purpose:	<p>This position is responsible for planning and organising the preparation and cooking of food for all clients at MARRTS (formerly known as Stringybark). This is a 40 bed residential rehabilitation facility for alcohol and other drugs that accepts referrals for men and women over 18 years.</p> <p>The Food Services Officer is responsible for providing a nutritionally balanced and budget conscious catering service to the clients in the facility, ensuring that all dietary requirements are catered for. The Food Services Officer is also responsible for ensuring that clients are trained and mentored so that they develop basic cooking and kitchenhand skills that are linked to a healthy lifestyle.</p>

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Safety, Health and Hygiene
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Work with the Team Coordinator and Program Manager to ensure that food preparation and meal delivery is compliant with NT Health laws, regulations and Food Safety Standards. • Ensure that a safe environment is maintained for all employees and clients in the kitchen. • Ensure that safety and hygiene standards are maintained within the kitchen area, including cleaning of all surfaces and equipment, safe storage of food and implements, safe storage of chemicals and regular cleaning of fridges and cupboards. • Ensure that cross-contact of food does not occur when preparing food for clients with allergies. • Ensure that all catering equipment is maintained and arrange for repair, purchase of replacement in liaison with the Team Coordinator or Program Manager. • Work with the Maintenance and Cleaning Officer to ensure that a cleaning schedule is developed and maintained so the equipment is cleaned in accordance with manufacturer's recommendations. 	<ul style="list-style-type: none"> • All hazards and incidents are reported to the Team Coordinator or Program Manager and logged in Riskware. • Responsibility is taken for own and others' safety in line with Mission Australia's Workplace Health and Safety requirements. • Site security and exit procedures are followed at all times. • The kitchen is maintained in a safe and hygienic state at all times. • A current Food Safety Plan is in place at all times and reviewed as required. • Material Safety Data Sheets are followed when using or storing chemicals. • All food prepared is fresh and in date. All relevant safety and food handling guidelines are followed. • Knowledge of food allergies is maintained. • Systems are in place to ensure that cross-contact of food does not occur. • All equipment clean and in good working order and complies with WH&S regulations and guidelines.
Key Result Area 2	Food Service Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Coordinate effective meal planning ensuring clients are involved and that meals are nutritious, adhere to budget and any special needs/dietary requirements are met. • Support clients to prepare and cook nutritious meals and ensure that they are served at the pre-determined times. • Plan and order fresh foods and supplies required for the menu whilst working within the allocated budget. • Coordinate clients to complete laundry, dish washing and general cleaning duties. • Assists the Team Coordinator or Program Manager to plan and provide a range of catering services as required including special events and functions. • Assist the Team Coordinator and Program Manager to provide cost effective service delivery through sound budgetary planning and monitoring of ongoing operation costs. 	<ul style="list-style-type: none"> • Nutritious and varied meals are planned in consultation with the Team Coordinator and clients. • Appropriate food is provided to clients with special health conditions, allergies, intolerances, anaphylaxis to food or cultural dietary requirements. • Meals comply with healthy choice guidelines. • Budgetary requirements are met at all times. • Feedback is acted on to improve the menu where appropriate. • Meals are prepared and served at designated times. • Food hygiene standards are followed at all times and leftovers are stored appropriately. • Special events are planned efficiently. • Professional work standards are maintained at all times. • Supplies are purchased ensuring that there is sufficient food for all clients, minimal wastage, and the budget is adhered to. • The dishes and the kitchen are cleaned to a hygienic standard and all necessary items are laundered appropriately.

Key Result Area 3	Training and Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Ensure that employees and clients are inducted appropriately before working in the kitchen. • Assist with developing a culture of engagement within the kitchen environment. • Actively interact with clients at the service in a positive and supportive manner. • Develop a basic cooking and kitchen skills program for clients. • Be responsible for developing innovative processes to create a learning and growing environment in the kitchen for clients. • Demonstrate safe work practices to clients. • Assist clients in menu planning, shopping and cooking of meals over weekends. • Develop a good working relationship with a Registered Training organisation and coordinate the provision of Certificate courses for clients during rehabilitation and aftercare. 	<ul style="list-style-type: none"> • All employees and clients working in the kitchen are inducted. • Positive relationships are developed with clients. • Clients are engaged and want to participate in the cooking skills program. • Clients demonstrate creativity and enthusiasm with their cooking skills and are involved in food preparation. • Clients work safely and have required competencies to use kitchen equipment. • Clients can develop, plan and cook meals for themselves and others. • Formal training options for clients are researched and developed to meet clients need.
Key Result Area 4	Compliance and Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Continually develop knowledge of the hospitality industry, including the various external regulations, legislation, policies and Food Safety Standards and quality guidelines so that the catering service and kitchen is compliant. • Understand and work according to all relevant Mission Australia policies and procedures. • Ensure that all documentation associated with menus, recipes, stock ordering, packing slips and order forms is completed in a timely manner. • Complete a range of administrative duties for the efficient running of the facilities, including reporting and compliance requirements. • Audits are completed in accordance with the audit schedule. 	<ul style="list-style-type: none"> • Appropriate knowledge is maintained of external regulations, legislation and policies. • The program is compliant to all internal and external regulation, and all staff and program participants are aware of guiding policies and procedures. • Food Safety Standards and quality guidelines are adhered to at all times. • Appropriate knowledge is maintained of MA policies and procedures. • Assistance is sought to improve knowledge of policies and procedures as required. • Records are kept up to date and comply with internal and external regulations. • A continuous improvement focus is maintained.
Key Result Area 5	Team Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Assist and guide Support Workers who are working in the kitchen to ensure that appropriate meals are served to clients at all times. • Develop strong working relationships with colleagues to contribute to the effective running of the service. • Ensure that effective communication of information occurs. • Assist to resolve any grievances that arise with other employees or clients. 	<ul style="list-style-type: none"> • Support Workers and clients are able to produce basic meals on weekends and out of business hours. • Contribution is made towards a positive work environment through effective team work and attendance at team meetings. • Daily issues/grievances are resolved at the lowest possible level as per grievance procedures. • The Team Coordinator or Program Manager is informed of any problems or issues as they occur.

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| <ul style="list-style-type: none">• Provide feedback as appropriate regarding client progress to case workers. | <ul style="list-style-type: none">• Colleagues are informed of any relevant information related to clients such as special needs, challenging issues and situations/risks.• Professional boundaries are maintained. |
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Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Appropriate qualifications in Commercial Cookery or equivalent. (A Certificate IV in Commercial Cookery and a Certificate IV in Training and Assessment are also desirable).
- Demonstrated experience working as a Cook with a creative flair and enthusiastic approach to cooking.
- Knowledge and understanding of the alcohol and other drugs and mental health sectors will be highly regarded.
- The ability to support and guide employees and clients working in the kitchen.
- The ability to work with disadvantaged people in a compassionate and effective manner.
- Knowledge of food preparation, nutritional standards, menu preparation, food hygiene practices, industrial kitchen equipment and kitchen management.
- Knowledge and commitment to Workplace Health and Safety.
- Demonstrated experience planning menus that cater for special dietary and cultural needs.
- The ability to work with limited supervision including prioritising work and managing time effectively.
- The ability to communicate clearly and effectively.
- Demonstrated well-developed organisational skills.
- A positive team player who looks for ways to improve current work practices and processes.
- Demonstrated computer literacy including the suite of Office programs.
- The ability to provide a consistent and professional approach to the role including maintaining professional boundaries.
- The ability to cope with the physical demands of the position (such as prolonged standing, bending/squatting/twisting, lifting, reaching etc.) MA is committed to implementing workplace adjustments wherever possible.

Key challenges of the role

- Working with a complex client group.
- The ability to maintain professional boundaries and work within the scope of the role (i.e. The Food Services Officer is responsible for coaching and mentoring clients in cooking skills and should not attempt to provide counselling and other lifestyle advice to clients).

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
Drivers Licence	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

Approval

Sueanne Johns

18 March 2020

Manager name

Approval date