

POSITION DETAILS	
POSITION TITLE	Food Services Assistant
FUNCTIONAL UNIT	Residential Services
NOMINATED SUPERVISOR	Chef
RELEVANT EBA / AWARD	Catholic Homes (Victoria) – Residential Services Enterprise Agreement 2013 - 2017
CLASSIFICATION LEVEL	Wage Skill Group 1
DATE OF REVIEW	January 2016

VILLA MARIA CATHOLIC HOMES

Villa Maria Catholic Homes is a leading not-for-profit organisation providing quality holistic services and life enhancing opportunities for older people, children and adults with a disability, their families and carers.

Formed through the merger of Villa Maria and Catholic Homes in 2015, the organisation is one of Victoria's largest not-for-profit providers of disability, education, accommodation and senior services supporting 6,500 people across the state and southern New South Wales.

An agency of the Catholic Archdiocese of Melbourne, every day of the year about 2,000 staff and 500-plus volunteers respond to the unique needs of people and families we support with openness, innovation, creativity and flexibility.

OUR VALUES

- **Respect:** We recognise and respect the dignity and uniqueness of each person.
- **Compassion:** We truly care and are always open to the needs of others.
- **Integrity:** We are honest and transparent in all our dealings and accountable for all our actions.
- **Collaboration and partnerships:** We empower people, realise potential and maximise the outcomes from our work.
- **Inclusion:** We are welcoming, inclusive and responsive in our hospitality and services.
- **Stewardship:** We value the resources for which we are responsible, and commit to their effective and efficient use, to achieve our Mission.

POSITION PURPOSE

- The Food Services Assistant is responsible for supporting the provision of high quality catering services that meet the nutritional and hydration needs, special requirements and preferences of our residents in an effective and efficient way.

POSITION RESPONSIBILITIES

Provision of Service

- Perform basic food preparation tasks including cooking of basic meals under supervision;
- Cleaning of food preparation and consumption areas, cooking equipment and utensils;
- Serving and delivery of meals in accordance with menu plans, dietary requirements and resident choice;
- Manage resources efficiently this includes stock control, following maintenance schedules, use of equipment;
- Assist the Chef in the orientation of new staff and achieve safe and efficient work practices;
- Perform other duties within the scope of practice and as required by the Chef consistent with the broad emphasis of the position;

Quality, Continuous Improvement and Risk

- Actively participate in the operation of the organisation's quality system particularly in relation to the implementation of Aged Care Accreditation Standards to enhance resident choice and quality of living; occupational health and safety and compliance matters as they relate to food services;
- Demonstrate awareness of risk by complying with legislative requirements and statutory regulations including Food Safety, Occupational Health and Safety (i.e. infection and safety standards, health and hygiene standards for food handlers); Aged Care Act, Equal Opportunity Act, Privacy Act;
- Demonstrate awareness of risks associated with providing food services in aged care and ability to implement documented requirements and preferences of residents;
- Wherever applicable, to complete and maintain appropriate documentation that reflects resident care;
- Follow workplace procedures for accident/incident and investigation reports;
- Report hazards, issues or concerns as per organisational policies and procedures;
- Commitment to work in line with Villa Maria Catholic Homes Values, policies and procedures, such as Code of Conduct, and relevant Bullying and Harassment policies and procedures;
- Participate in the initial and annual/ongoing performance appraisal, and on other occasions as required either formally or informally, to discuss ongoing work performance, set new work objectives and identify any personal learning requirements;
- Maintain knowledge and skills relevant to the position through participation in team meetings, education sessions and staff development programs. This includes attending mandatory training (i.e. Organisational Orientation, Food Safety, Occupational Health and Safety).

Professional Practice

- Actively work to promote the organisation and colleagues in a positive manner at all times, both internally and externally;
- Manage time effectively; including prioritising daily tasks according to workflow, and working flexibly to take account of resident's needs;
- Protect the rights of residents, including confidentiality, privacy, individual choice and decision-making;
- Respond promptly and appropriately to the needs of residents, representatives and colleagues;
- Work as part of a team and demonstrate awareness of the role of other team members;

KEY SELECTION CRITERIA

Essential

1. Food Safety Certificate Level I or II or 2 or progression towards the completion of a Food Safety Certificate;
2. Demonstrated interpersonal skills including the ability to communicate effectively and compassionately with residents, families, employees and volunteers; patience; common sense and an understanding of client service;
3. Demonstrated awareness of the organisation's vision, mission and values;
4. Demonstrated commitment to cultural diversity, equal employment opportunity and workplace health and safety appropriate to the level of the appointment;
5. Demonstrated ability and commitment to work as part of a team;
6. Demonstrated initiative and ability to work without supervision;
7. Demonstrated ability to be self-motivated and to promote a positive lifestyle environment;
8. Well-developed prioritisation and organisational skills with the ability to meet deadlines;
9. Demonstrated ability to operate with discretion and to maintain complete confidentiality; and
10. Satisfactory attainment and maintenance of a relevant criminal records check.

Desirable

1. Relevant experience working in a food services environment;
2. Relevant experience working in aged care, or an understanding of, and sensitivity to, the issues related to provide services to older people;
3. Formal qualifications in hospitality or study towards same; and
4. Proficiency in Microsoft Office, particularly Word, Excel and Outlook.