

# Food Services Assistant

## Introduction

This is the position description for the Food Services Assistant.

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## Scope

This position description applies to the Food Services Assistant.

## Definitions

Not Applicable.

## Policy

### Role Description

Under the direction of the Chef/Cook, the Food Services Assistant is responsible to contribute to the implementation, monitoring and evaluation of the Food Safety Program (FSP); and the provision of a variety of quality food and beverages to meet the resident's individual needs and preferences.

### Reporting Relationship

On a day to day basis this position shall report to the Cook/Chef for any matters regarding the FSP.

For resident related matters, this position directly reports to the General Manager/Care Manager.

For employment related matters, this position directly reports to the General Manager. Indirect reports shall include other organisational management representatives.

### Qualifications & Experience

#### Essential:

- Food Handling Course.
- Current National Police Certificate (or ability to acquire).

#### Desirable:

- Experience in residential aged care food services.
- Experience in hospitality or catering.

### Key Duties and Responsibilities - Food Services Program

- Contribute to menu planning to meet the resident's needs and preferences.
- Preparation, serving, presentation and delivery of food and refreshments in accordance with the FSP.

- General cleaning in accordance with the FSP.
- Assist with the monitoring and recording requirements of the FSP. Examples include recording temperatures and receipting goods.
- Ensures the friendly and timely delivery of meals and refreshments to all residents.
- Participates in the ongoing quality review of the FSP.
- Report any concerns/difficulties experienced with care recipients in relation to food and beverages to the Registered Nurse In Charge.
- Any other task not defined but within the employees skills, as directed by the organisation.

## Performance Outcomes

- Evidence of strict adherence to the FSP.
- Work practice reflects the requirements of the FSP.
- Evidence of contribution to menu planning.
- Resident satisfaction.

## Selection Criteria

1. Demonstrated experience in food preparation services and a knowledge of food preparation, hygiene and infection control procedures.
2. Good written and verbal communication skills, including the ability to understand and carry out instructions.
3. Demonstrated ability to work effectively both independently and as part of a team.
4. Commitment to the provision of high level quality and resident focused services.
5. Proven ability to work a 7-day rotating roster to ensure the effective provision of food services.

## Mission, Vision and Values

It is a condition of employment that each employee will, at all times, uphold our organisation's mission, vision and values:

- **Mission:** To care for the elderly in our communities in an environment of respect, value and belonging.
- **Vision:** A world where the elderly feel respected, valued and enjoy a quality of life.
- **Values:** **Respect:** Treat all people with fairness and dignity. **Care:** Look after and protect the elderly, and each other. **Teamwork:** Encourage, cooperate and build trust. **Courage:** Do the right thing, even when it's difficult. **Integrity:** Be open, honest and trustworthy. **Innovation:** Think differently to solve problems. **Excellence:** Drive quality to continuously improve.

## Professional Conduct

- Unless directed otherwise, perform the duties of the position according to the organisation's policies and procedures, as varied from time to time.
- Comply with all reasonable and lawful requests or directions given by the organisation.
- Promote the organisation's values, reputation and integrity.
- Ensure a high standard of personal appearance and conduct: that is, clean, neat, tidy, punctual, and respectful language and manner toward residents, visitors and other employees.
- At NO TIME must information related to a resident, family or other employee be discussed with anyone other than the relevant individual or professional providing care.
- Ensure a flexible and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected.
- Report all incidences of suspected or actual abuse of residents and participate fully in the investigation of such incidences. This includes but is not limited to physical, sexual, financial, verbal or emotional abuse.
- Nursing employees must, at all times, adhere to the Australian Health Practitioner Regulation Agency's codes and guidelines for nurses.

## Workplace Health & Safety

- Perform the duties of the position according to applicable workplace health and safety legislation and regulations by complying with the organisation's policies and procedures.
- Participate in the identification, risk management and infection control programs and contribute to a clean, safe and healthy work environment to ensure the safety of residents, visitors, other employees and self.
- Report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue.
- Participate in problem solving processes to resolve workplace health and safety and infection control issues.

## Quality Improvement

- Provide competent care in accordance with the organisation's policies and procedures, and legislative requirements relevant to the role.
- Complete an Improvement Form when there is an identified need to improve.
- Actively participate and contribute to quality activities which promote quality improvement to care provided, such as, follow up of Improvement Forms, attendance at staff meetings, ongoing education, internal assessments, review of procedures, and evaluation of new products and equipment.

## Ongoing Education & Development

- Attend annual mandatory training as required by the organisation, including but not limited to, manual handling, emergency procedures, and infection control.
- Participate in non-mandatory training as provided from time to time at the facility or via the Aged Care Channel online.

- Regularly read work emails and staff notice boards at the facility to remain up-to-date with the organisation's communication including staff memos.
- Membership of relevant professional groups and or associations is recommended.
- The organisation is committed to a program of on-going performance appraisals for each employee. Each employee is required to undertake performance appraisals as required by the organisation.
- Work toward annual training objectives following annual appraisal to ensure skills and knowledge remain up-to-date to fulfill role.

## References/Resources

Not Applicable.