

# Position Description

## COOK

Vision: To improve and enrich the health and wellbeing of the Boort community and the surrounding districts

<b>NAME</b>	
<b>REPORTS TO</b>	Operational Services Manager
<b>AREA OF RESPONSIBILITY</b>	<p>The key responsibility of the Cook is to ensure smooth operation of all functions within the kitchen, i.e. plating of patient meals, delivery of meals, meals on wheels, functions, cleaning, food production, stock control, daily schedules and temperatures.</p> <p>The Cook will also be required to undertake other associated duties as required by the Operational Services Manager .</p>
<b>ESSENTIAL</b>	<p>Good communication skills.</p> <p>Able to work well in a team environment</p> <p>Good time management skills.</p> <p>Food Handlers Certificate Level II</p>
<b>DESIRABLE</b>	<p>Previous Cooking experience in cooking for 20+ people</p> <p>Certificate in Hospitality - Cookery or working towards</p> <p>Food Supervisors Course - Health</p>
<b>SAFETY AND QUALITY</b>	<p>Actively participate in organisational processes</p> <p>Model behaviour that supports the organisations commitment to safety, quality and person centred care.</p> <p>Be aware of BDH Fire Safety and Evacuation Procedure and any responsibilities allocated to particular persons</p> <p>Knowledge of BDH's Risk Management policies and procedures, to be able to recognize risks while performing day to day duties report any identified risks and, where appropriate assist management to develop and implement effective measures for the management of risk.</p>
<b>CLASSIFICATION</b>	In accordance with the Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020
<b>HOURS OF WORK</b>	As rostered

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<p><b>CORE VALUES</b></p>	<p><b>Impartiality</b>  <i>All decisions will be made objectively considering all relevant and known facts</i>  <i>All people will be treated equally and fairly, recognising individual abilities</i>  <i>Client focus</i>  <i>Be an advocate for our clients</i>  <i>All information related to persons and BDH will be treated as confidential</i></p> <p><b>Accountability</b>  <i>Carryout work practices in a responsible and ethical manner</i>  <i>Actively support and communicate with members of the team</i>  <i>Share knowledge and achievements</i>  <i>Actively encourage a workplace free from bullying, harassment and discrimination</i>  <i>Promote a culture of learning; encourage innovation in the workplace</i></p> <p><b>Integrity</b>  <i>Maintain a sense of humour, warmth and tolerance</i>  <i>Perform work in a courteous, efficient and professional manner</i>  <i>Respect, support and value work colleagues</i>  <i>Recognise and support other peoples differences</i></p>
<p><b>KEY SELECTION CRITERIA</b></p>	<p><b>KSC1</b>            Enusre 100% of all Food Safety Documentation and Cleaning Schedules are complete</p> <p><b>KSC2</b>            Evidence of ability to work to a high standard with minimal supervision and commitment to work as part of a team.</p> <p><b>KSC3</b>            Evidence of interpersonal skills, with a friendly manner when dealing with residents, patients, clients, staff and community members.</p> <p><b>KSC4</b>            Genuine desire to work in the hospitality service &amp; perform cleaning duties within a health service environment.</p> <p><b>KSC5</b>            Evidence of good personal hygiene standards and understanding of BDH infection control policies and procedures.</p> <p><b>KSC6</b>            Evidence of willingness to work weekends and variable shifts as required.</p> <p><b>KSC7</b>            Evidence of contribution to build a positive team culture.</p>

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SPECIFIC FUNCTIONS AND REPSONSIBILITIES	
Key Responsibility Area 1	DESCRIPTION
<p><b>Personal &amp; Professional Development</b></p> <p><i>Demonstrated experience and understanding of the need for continuation of both personal &amp; professional development.</i></p>	<ul style="list-style-type: none"> <li>Maintain a contemporary knowledge base to provide safe effective person centred care and to meet the changing needs of the position, career and industry.</li> <li>Maintain all mandatory competencies and be actively involved in other training &amp; development activities as required to ensure service delivery meets the strategic needs of the health service.</li> <li>Demonstrated safe working knowledge of Food Safety and Chemical Management Processes</li> <li>Actively Participate in the annual performance process.</li> <li>Participate in meetings with staff, patients/residents when required</li> </ul>
Key Responsibility Area 2	DESCRIPTION
<p><b>Customer Service</b></p> <p><i>Evidence of positive feedback and consumer satisfaction.</i></p>	<ul style="list-style-type: none"> <li>Promote a culture of person centred care by providing prompt and efficient customer service to all internal and external customers.</li> <li>Ensure feedback and complaints are listened to and where required reported to the Operational Services Manager</li> <li>Maintain confidentiality on all issues relating to the health service, residents/pateints and colleagues.</li> <li>Demonstrated committed to ensuring all women, men, people from diverse cultural experiences, including Aboriginal and Torres Strait Islander people, class positions and social circumstances, sexual orientations, health and illness conditions are treated appropriately according to their specific needs.</li> </ul>
Key Responsibility Area 3	DESCRIPTION
<p><b>Administration &amp; Documentation</b></p> <p><i>Through the use of BDH processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</i></p>	<ul style="list-style-type: none"> <li>Ensure that all documentation is accurate and completed in a professional and timely manner and meets legislation and organisational policy</li> <li>Proactively participate in relevant committees and prepare and submit reports as required by the Operational Services Manager</li> <li>Ensure that documentation required by BDH's food safety is completed in an accurate and timely manner</li> <li>Ensure care is based on persona centred care that has shared decision making taking into account consumer health literacy.</li> </ul>
Key Responsibility Area 4	DESCRIPTION
<p><b>Technical Skills and Application</b></p> <p><i>Demonstrated knowledge and application of the skills required for this position.</i></p> <p><i>This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</i></p>	<ul style="list-style-type: none"> <li>Maintain an up to date knowledge of and compliance with all Food Safety Legislation, Infection Control Standards and BDH's Food Safety Program.</li> <li>Promote innovation and improvement in all work practices to better meet legislative requirements and customer service outcomes.</li> <li>Manage all functions of the kitchen including but not limited to cleaning, food production, stock control, daily schedules and temperatures.</li> <li>Ensure all catering orders are logged in the catering diary, adequate food orders are placed and food services team rostered on the day of the function are communicated details of the catering order and the delivery times required. The Cook must ensure that the food is delivered to and dishes collected from the designated function location as per the Catering Request Form.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ensure that all delivered foodstuffs meet the required standard.</li> <li>• Ensure that all foodstuffs, when delivered to the Kitchen are stored in an appropriate manner i.e. Frozen goods in deep freezer and fresh meat stored in the cool room.</li> <li>• Monitor the temperature of the Bain Marie and plated food daily.</li> <li>• Ensure that the correct temperatures are maintained and documented for cold storage.</li> <li>• Ensure that all food leaving the kitchen for patients/visitors/staff/functions is presented in an attractive and pleasing manner to enhance consumer appetite and general satisfaction.</li> <li>• Ensure that all food leaving the kitchen is of the correct dietary option, portion size and food texture, pre-setting and plating of food, including meals on wheels is provided to each patient.</li> <li>• Ensure that all cooking, food preparation, equipment and utensils, service wares are sanitised correctly.</li> <li>• Perform duties in a manner that supports a smooth food service operation and allows for an evenly distributed workload amongst team members.</li> </ul>
<p><b>Key Responsibility Area 5</b></p>	<p><b>DESCRIPTION</b></p>
<p><b>Teamwork &amp; Communication</b></p> <p><i>Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of BDH.</i></p>	<ul style="list-style-type: none"> <li>• Actively promote a team environment which strives for innovation and improvement in all processes.</li> <li>• Demonstrated ability to work consistently and positively within a team to achieve custom focused outcomes.</li> <li>• Work collaboratively with all members of the multidisciplinary team to facilitate integrated person centred care.</li> <li>• Work with the Food Services Team to resolve any problems or issues related to staffing, food production, delivering or any other general day to day operations of the kitchen. Escalate any issues as required to the Operational Services Manager</li> <li>• Participates in staff orientation, education and development as required.</li> <li>• Demonstrate leadership amongst the Food Services team by providing clear direction to achieveing team goals.</li> <li>• Actively shows participation in change within BDH</li> <li>• Promote the Know Better, Be Better campaign.</li> </ul>

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Key Responsibility Area 6	DESCRIPTION
<p><b>Quality / Safety and Risk Management</b></p> <p><i>Commitment to ensuring quality services are delivered to both internal &amp; external clients through the quality, safety and risk management system.</i></p> <p><i>Act in accordance with all relevant external legislation and internal BDH policies and procedures that relate to this position and the organisation.</i></p>	<ul style="list-style-type: none"> <li>• Demonstrate a working knowledge of all relevant external legislation and internal BDH policies and procedures that relate to this position and this health service.</li> <li>• Actively participate in and contribute to all quality improvement activities.</li> <li>• Minimise incidents of infection control breaches which may impact on resident/patient safety.</li> <li>• Actively cooperate with BDH's Occupational Health, Safety and Risk policies and to participate in appropriate safety education and evaluation activities.</li> <li>• Actively participate in staff meetings and professional development programs</li> <li>• Be aware of BDH Fire Safety and Evacuation Procedure and any responsibilities allocated to particular persons</li> <li>• Knowledge of BDH's Risk Management policies and procedures, to be able to recognise risks while performing day to day duties report any identified risks and, where appropriate assist management to develop and implement effective measures for the management of risk.</li> <li>• Be aware of and ensure compliance with BDH Manual Handling policies and procedures</li> <li>• Use chemicals according to MSDS sheets and product information sheets, and use appropriate PPE (Personal Protective Equipment) when using and handling chemicals.</li> </ul>

### Performance Indicators

The Cooks performance will be monitored against the following indicators:

1. Maintain Confidentially on all issues relating to the health service, residents/patients and colleagues
2. Promote a culture of person centred care by providing prompt and efficient customer service to all internal and external customers.
3. Demonstrated ability to work consistently and positively within the team to achieve customer focused outcomes.
4. Ensure that all documentation is accurate and completed in a professional and timely manner.
5. Ensure all tasks involving food comply with the Food Safety Guidelines and BDH's Food Safety Plan.
6. Manage all function of the kitchen including but not limited to cleaning, food production, stock control, daily schedules and temperatures.
7. Actively participate in all mandatory competencies and training as requires to ensure service delivery meets the strategic needs of the department and changing legislative requirements.
8. Actively participate in annual performance appraisal.
9. Achievement of duties as assigned by the Operational Services Manager

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**Actively participates in role modelling above the line behaviours supporting the team to bring behaviours above the line.**

Principle/Value	Associated Behaviours
Services are client focused	<ul style="list-style-type: none"> <li>• Having the courage to question what we do</li> <li>• Determined to do the best job you can</li> <li>• Striving continuously to innovate and improve</li> <li>• Being professionally and enthusiastic</li> <li>• Maintaining client focus</li> </ul>
Through impartiality, the rights and choices of people are respected	<ul style="list-style-type: none"> <li>• Showing compassion to all</li> <li>• Demonstrating empathy and understanding at all times</li> <li>• Working as a team and mentoring others</li> <li>• Providing encouragement to others</li> <li>• Ensure commitment to the Child Safety Standard</li> </ul>
Accountability is demonstrated through our actions	<ul style="list-style-type: none"> <li>• Maintaining confidentiality and privacy at all times</li> <li>• Listening to others and accepting differences</li> <li>• Being punctual</li> <li>• Responding courteously</li> <li>• Greeting all people by saying hello, smiling, introducing yourself, being culturally sensitive</li> <li>• Demonstrating consistency in decision making</li> <li>• Treating people equally being considerate and understanding</li> <li>• Being collaborative and collegiate</li> </ul>
Care and services delivered in a manner which demonstrates integrity	<ul style="list-style-type: none"> <li>• Being honest</li> <li>• Leading by example</li> <li>• Being responsible and accountable for your own actions</li> </ul>

### KEY TASKS - PERFORMANCE APPRAISAL

#### FOOD

##### **Food Safety Plan Compliance**

*Oversee and educate staff involved in the handling, preparation and cooking of food as well as other staff involved in any other related food production tasks.*

*Ensure own work practices and those working in the kitchen are according to BDH food safety plan and the Food Safety Act*

*Ensure that all cooking, food preparation, equipment and utensils, service wares are sanitised correctly.*

*Ensure Food is transported and received at the correct temperatures according to the food safety plan and documented correctly.*

*Ensure food is stored as required by BDH's Food Safety Plan*

##### **Purchasing**

*Ensure purchasing of consumable supplies are as per the impress system and are checked for quantity, quality, are stored safely and securely and are used appropriately.*

*Ensure Food is received at the correct temperatures according to the food safety plan and documented correctly.*

##### **Food Delivery**

*Ensure that all food leaving the kitchen is of the correct dietary option, portion size and food texture, pre-setting and plating of food, is aesthetically pleasing and correctly garnished; includes meals on wheels and functions.*

##### **Catering**

*Ensure that all catering for functions is delivered in a timely manner, supplies are replenished and dishes are collected and washed at the conclusion of the function.*

##### **Exchange information**

*Effectively communicate with all people in the workplace to required outcomes*

##### **Use equipment & supplies as necessary**

*Ensure all food services staff are appropriately trained in the safe and correct use of equipment and cleaning supplies.*

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<p><b>Communicate appropriately with the client/resident/patient</b> Effectively communicate with clients/resident/patient as require to achieve person centred outcomes</p>
<p><b>Identify roles and responsibilities in the workplace</b> On a daily basis correctly identify and delegate roles and responsibilities in the kitchen.</p>
<p><b>Demonstrate safe working practices</b> Promote a culture of safe work practices by demonstrating and educating others in correct use of equipment and Personal Protective Equipment (PPE).</p>
<p><b>Maintain health &amp; safety in the workplace</b> Continuously assess any risks within the workplace to ensure the health and safety of oneself and other team members whilst wilfully not placing others at risk by own practices</p>
<p><b>Participate effectively in meetings</b> Actively participate in regular team/area meetings</p>

### PERFORMANCE REVIEW

A performance development and review process will be carried out three months after commencement, and on an informal basis and thereafter on a formal annual basis.

I acknowledge that I have received a copy of this position description. I have read (or had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

EMPLOYEE: .....DATE : .....

Operational Services Manager: ..... DATE: .....

Review	
3 months	<input type="checkbox"/>
6 Months	<input type="checkbox"/>
Annual	<input type="checkbox"/>

Issued: September 2<sup>nd</sup>, 2009

Reviewed: May 2012

August 2013

July 2014

Septemer 2016

May 2019

August 2020