

Position Description

POSITION DETAILS

Position Title:	Cook
Reports To:	Chef Manager
Enterprise Agreement:	GRACE Aged Care Victoria Enterprise Agreement 2025-2028
Classification Level/Grade:	Indirect Worker – Level 4 or 5 (depending on qualifications and experience)

ABOUT US

Woorayl Lodge Inc is a not-for-profit residential aged care provider nestled in the rolling hills of South Gippsland and located in Leongatha, close to beautiful coastal communities and local attractions.

Established by the local Rotary Club and officially opened on 14 December 1960, Woorayl Lodge Inc began with just three residents and has grown to provide residential aged care and independent living accommodation for older people in the region. We remain proudly community-owned and governed, with a strong sense of local identity and community support.

We are committed to providing a safe, welcoming and homelike environment where older people are respected, supported and empowered to live meaningful and fulfilling lives. Our team works in partnership with consumers, families and the community to honour each person's individuality, preferences, culture and life story, promoting wellbeing, dignity and connection.

MISSION, VISION AND VALUES

Mission

Our mission is to provide services and an environment that **enables** residents to **live the life they choose**.

As a long standing Provider of Aged Care services in a small **community**, Woorayl Lodge understands and accepts the responsibility and the importance of treating each person as an **individual**.

Through open discussions, our team of professionals will listen and work with you to **personalise care and services** to meet your needs and choices, enabling you to “**live the life you choose**”.

At Woorayl Lodge, **we are inclusive** of all people. No matter your background, **you are welcome here**.

Woorayl Lodge is committed to providing a friendly environment that supports a lifestyle of wellbeing.

We recognise that to remain viable and to meet changing market demands in Aged Care, a new facility and expanded services need to be explored.

Woorayl Lodge is building a path to a new facility at Boags Road and is committed to keeping all stakeholders informed in a timely and transparent manner and we look to your feedback at all times.

Woorayl Lodge is excited to enter a new phase and direction of providing a unique model of care to the Leongatha and South Gippsland communities.

Vision

“Live the Life You Choose”

Values

Inclusive – Community – Understanding – Individuality – Wellbeing

POSITION OVERVIEW

The Cook is a key member of the Catering Services Team and is responsible for the preparation, cooking and service of high-quality, nutritious and enjoyable meals for consumers (residents) in line with their needs, preferences and dietary requirements.

The Cook supports the Chef Manager and Catering Services Coordinator to coordinate day-to-day kitchen operations, including menu planning, ordering and stock control, food safety compliance and positive guidance and supervision of Catering Assistants. The role contributes to a positive dining experience that promotes dignity, independence, social connection and wellbeing.

Staff in this role are expected to uphold the rights of older people, including dignity, choice, independence, privacy and supported decision-making, and to provide safe, respectful and person-centred service at all times.

Practices must always be carried out in a manner consistent with:

- The mission, vision and values of Woorayl Lodge Inc
- Woorayl Lodge Inc policies, procedures and Code of Conduct
- The GRACE Aged Care Victoria Enterprise Agreement 2025–2028
- The Aged Care Act 2024 (Cth) and Statement of Rights
- The Aged Care Code of Conduct
- The Aged Care Quality Standards
- Child Safe Standards (Vic) and Woorayl Lodge Inc Child Safe policies and procedures
- The Australian Privacy Principles (Cth)
- The Occupational Health and Safety Act 2004 (Vic)
- Food Safety Standards and the Woorayl Lodge Inc Food Safety Program
- Safe Work Australia & Manual Handling requirements
- Infection prevention and control standards and procedures

KEY SELECTION CRITERIA

Essential

- Certificate III in Commercial Cookery (or equivalent experience)
- Current Food Safety Supervisor Certificate (or ability to obtain within agreed timeframe)
- Experience preparing and presenting meals in a commercial or health care kitchen environment
- Ability to supervise and support Catering Assistants
- Ability to consult with residents about food needs, preferences and cultural considerations
- Understanding of food safety legislation, HACCP practices, record keeping and compliance
- Ability to plan menus, monitor stock, order supplies and use resources efficiently
- Ability to safely operate and maintain kitchen equipment
- Commitment to respecting resident rights, dignity, choice and wellbeing
- Effective communication skills
- Ability to prioritise tasks, meet deadlines and work independently within the Catering Services Team
- Evidence of continuous learning and willingness to participate in performance appraisal
- Current National Police Check (or willingness to obtain)
- Working with Children Check (or willingness to obtain, as required under Child Safe Standards)
- Evidence of annual influenza vaccination (or valid exemption)

Desirable/Highly Regarded

- Experience working in aged care, health, hospitality or community kitchen settings
- Exposure to ordering routines and menu planning
- Knowledge of the Aged Care Act 2024, Statement of Rights and Aged Care Quality Standards
- Understanding of rights-based dining and consumer-led meal experience principles

RIGHTS-BASED CARE COMMITMENT

Woorayl Lodge Inc provides care and services in accordance with the Aged Care Act 2024, the Statement of Rights and the Aged Care Quality Standards. All employees are expected to uphold older people's rights to dignity, choice, independence, privacy, identity, safety, social connection and supported decision-making, and to support consumers to express concerns and access advocacy without fear of reprisal.

PROFESSIONAL RESPONSIBILITIES

- Work in accordance with Woorayl Lodge Inc policies, procedures, mission, vision and values.
- Provide respectful, supportive and person-centred service to consumers (residents), promoting dignity, choice, independence and positive dining experiences.
- Follow safe food handling, preparation, storage and service practices in line with Food Safety Standards and the Woorayl Lodge Inc Food Safety Program.
- Plan, prepare, cook and deliver meals, beverages and snacks to meet resident needs, preferences and dietary requirements.

- Support resident choice by engaging with residents about their likes, dislikes and cultural or dietary needs.
- Supervise, guide and support Catering Assistants to ensure safe, consistent and timely kitchen operations.
- Monitor stock levels, assist with ordering and ensure efficient resource use.
- Maintain kitchen cleanliness and hygiene, including effective use of cleaning schedules.
- Operate equipment safely and report repairs or faults promptly.
- Accurately record temperature checks, wastage, cleaning logs and food safety documentation.
- Promote a safe working environment, including safe manual handling and infection prevention practices.
- Attend required training and contribute to continuous improvement activities.
- Participate in performance development and review processes.

KEY RESULT AREAS, ACCOUNTABILITIES & PERFORMANCE MEASURES

The following table outlines the Key Result Areas for this role and the specific accountabilities and performance measures which reflect the primary functions of the position and should not be interpreted as an exhaustive list of duties and activities.

Key Result Areas	Accountabilities	Performance Measures
Consumer Experience	<ul style="list-style-type: none"> ▪ Prepare and serve meals in a way that promotes dignity, enjoyment and positive mealtime experience ▪ Engage with residents respectfully about their food preferences, cultural considerations and dietary needs ▪ Support resident choice through flexible options where practicable ▪ Communicate politely and supportively with residents and families 	<ul style="list-style-type: none"> ▪ Resident feedback is positive regarding meals and mealtime experience ▪ Preferences and dietary needs are acknowledged and reflected in meal service ▪ Residents report feeling respected and listened to ▪ Complaints or concerns raised are responded to appropriately and escalated where required
Food Safety & Compliance	<ul style="list-style-type: none"> ▪ Prepare, cook, store and serve food in accordance with regulatory, accreditation and organisational requirements ▪ Complete food safety documentation accurately and on time (temperatures, cleaning schedules, allergen controls) ▪ Maintain kitchen hygiene standards and support food safety audits and accreditation processes ▪ Demonstrate safe work practices, including infection prevention, PPE, emergency response and safe manual handling 	<ul style="list-style-type: none"> ▪ Food safety records completed consistently and correctly ▪ Kitchen hygiene meets audit and accreditation expectations ▪ Demonstrated competency in emergency, food safety and infection control procedures ▪ Hazards and incidents reported promptly and corrective action documented
Service Delivery & Meal Quality	<ul style="list-style-type: none"> ▪ Prepare and present meals to required nutritional, presentation, timing and quality standards ▪ Follow approved menus and implement clinical dietary instructions under direction of the Chef Manager ▪ Ensure special diets, allergies and texture modifications are prepared accurately and safely ▪ Contribute to monitoring resident satisfaction and menu improvement opportunities 	<ul style="list-style-type: none"> ▪ Meals consistently meet quality, timing and safety standards ▪ Modified diets delivered correctly with no preventable errors ▪ Resident feedback informs service improvements ▪ Menu changes implemented safely and in consultation with relevant staff

Key Result Areas	Accountabilities	Performance Measures
Team Support, Mentoring & Supervision	<ul style="list-style-type: none"> Provide direction and support to Catering Assistants to ensure safe and efficient kitchen operations Assist with onboarding/orientation of new Catering Services staff and delegate tasks within scope Model values, professionalism, emergency conduct, infection control and food safety behaviours Monitor staff performance and escalate concerns appropriately to the Chef Manager or Catering Services Coordinator 	<ul style="list-style-type: none"> Shifts run smoothly with task clarity and safe delegation New staff receive appropriate orientation, supervision and support Evidence of team cohesion and positive culture Performance concerns escalated appropriately and in a timely manner
Resource, Stock and Supplier Management	<ul style="list-style-type: none"> Monitor stock levels, minimise waste and communicate ordering needs promptly Assist with ordering, delivery checking, stock rotation and efficient use of supplies Monitor service quality of contracted food suppliers (e.g. delivery temperature, product standards) and escalate concerns 	<ul style="list-style-type: none"> Adequate stock maintained to sustain service delivery Waste minimisation observed and reported Stock rotation and storage meet audit expectations Supplier issues identified and acted on appropriately
Safety, Risk & Continuous Improvement	<ul style="list-style-type: none"> Work safely and follow all OHS, food safety and emergency response procedures Report hazards, incidents, near misses or risks promptly and complete required documentation Participate in training, competencies, audits, meetings and continuous improvement activities Contribute suggestions, Continuous Improvement forms and feedback to enhance mealtime experience and service outcomes 	<ul style="list-style-type: none"> Demonstrated competency in emergency response, manual handling, infection control and equipment use Incident and hazard documentation completed accurately and on time Mandatory training completed within required timeframes Improvement suggestions and engagement evidenced through CI logs, audits or meeting participation

PERFORMANCE REVIEW

Performance will be evaluated by the Chef Manager or delegate at three months, 5.5 months, 12 months, annually thereafter, or as required.

Performance reviews will assess:

- Demonstration of Woorayl Lodge Inc values and Code of Conduct
- Delivery of high-quality, safe, respectful and person-centred dining experience
- Compliance with the Aged Care Act 2024, Statement of Rights and Aged Care Code of Conduct
- Consistent adherence to food safety, hygiene and infection prevention procedures
- Accurate and timely completion of food safety records, documentation and reporting requirements
- Contribution to teamwork, supervision, communication and positive workplace culture
- Participation in training, development and continuous improvement activities
- Safe and responsible work practices, including emergency procedures, equipment use and manual handling
- Reliability, time management and ability to follow direction, priorities and routines

Woorayl Lodge Inc aims to support development and improvement through a fair and collaborative review process. Where performance concerns arise, they will be addressed constructively and in accordance with organisational performance and conduct policies.

EMPLOYEE POSITION DECLARATION

I have read and understand this Position Description and confirm that I have the capacity and commitment to perform the duties described. I agree to comply with Woorayl Lodge Inc policies, procedures, values and Code of Conduct, and to uphold the rights of older people in accordance with the Aged Care Act 2024, Statement of Rights and Aged Care Code of Conduct.

I understand this Position Description outlines the key requirements of my role and may be updated to reflect organisational, operational or regulatory requirements.

Values Commitment

I commit to demonstrating the values of Woorayl Lodge Inc in my work and interactions:

- Inclusiveness – ensuring all individuals feel welcomed, respected and valued
- Community – fostering connection, belonging and shared purpose
- Understanding – listening and responding with empathy and respect
- Individuality – recognising and supporting each person's unique needs and identity
- Wellbeing – promoting dignity, comfort, safety and quality of life

I will uphold these values in all aspects of my role and contribute to a positive, rights-based culture that empowers older people to live the life they choose.

Signature*: _____

Print name: _____

Date: _____

**If completing electronically, typing your name is acceptable.*