Position Description

POSITION DETAILS

Position Title:	**Catering Assistant**
Reports To:	Chef Supervisor
Enterprise Agreement:	GRACE Aged Care Victoria Enterprise Agreement 2025-2028
Classification Level/Grade:	Indirect Worker – Level 3

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 Catering Assistant is a valued member of the Catering Services Team and supports the delivery of high-quality, nutritious and enjoyable meals for consumers (residents) in line with their needs, preferences and dietary requirements.

This role undertakes food preparation support, plating, delivery and kitchen cleaning duties in accordance with food safety laws, organisational policies and the Aged Care Quality Standards. The Catering Assistant 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 Aged Care Act 2024 (Cth) and Statement of Rights
- The Aged Care Code of Conduct
- The Aged Care Quality Standards
- 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

- Genuine commitment to supporting older people to live with dignity, choice, independence and respect.
- Ability to follow directions, work within established routines and meet required timeframes.
- Understanding of safe food handling, basic food preparation and kitchen hygiene practices.
- Food Safety Handling Certificate ie “DoFoodSafely”.
- Ability to work cooperatively as part of the Catering Services Team and communicate respectfully with consumers (residents), colleagues and visitors.
- Understanding of infection prevention and control practices, including hand hygiene and PPE use.
- Ability to maintain professional boundaries, privacy and confidentiality.
- Physically able to meet the demands of the role, including manual handling and standing for periods of time.
- Current satisfactory police check (or willingness to obtain).
- Evidence of, or willingness to obtain, annual influenza vaccination (or valid exemption in line with organisational policy).

Desirable/Highly Regarded

- Experience working in a kitchen, hospitality or food service environment.
- Experience working in aged care, health care or a similar consumer-focused role.
- Food Safety Certificate (or willingness to complete).
- Understanding of the Aged Care Quality Standards and rights-based care 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 procedures in line with Food Safety Standards and the Woorayl Lodge Inc Food Safety Program.
- Assist with preparation, plating, portioning and delivery of meals, beverages and snacks as directed.
- Support consumers with meal service in a respectful, patient and dignified manner, including adjusting approaches to meet individual needs and preferences.
- Maintain a clean, safe and hygienic kitchen environment, including cleaning of equipment, benches, utensils, appliances and dining service areas.

- Follow infection prevention and control procedures, including hand hygiene, PPE use, cleaning processes and safe waste handling.
- Comply with dietary requirements, texture modifications and allergy protocols, reporting concerns or discrepancies to the Chef Supervisor or supervising staff.
- Report equipment faults, hazards, risks, consumer feedback or incidents promptly.
- Work cooperatively as part of the Catering Services Team and contribute to a positive workplace culture.
- Maintain confidentiality and protect consumer information in accordance with privacy legislation.
- Participate in training, competency assessments and continuous improvement activities.

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
Catering Service Delivery	▪ Assist with meal preparation, plating, portioning and service in accordance with menu plans, dietary requirements and individual consumer (resident) preferences. ▪ Ensure meals and beverages are presented attractively and served at appropriate temperatures and times. ▪ Support consumers during mealtimes in a respectful, patient and dignified manner, promoting choice, independence and a positive dining experience. ▪ Follow dietary modification requirements including texture-modified meals, allergies, intolerances and cultural or personal preferences, and report concerns promptly. ▪ Ensure safe and hygienic handling, storage, reheating and disposal of food in accordance with Food Safety Standards and the Woorayl Lodge Inc Food Safety Program. ▪ Contribute to a welcoming and inclusive dining environment, supporting social connection and meaningful mealtime interactions. ▪ Assist with cleaning tasks associated with food service, including equipment, surfaces, dishes and waste management.	▪ Meals and beverages are served safely, on time, at appropriate temperature and standard. ▪ Positive consumer feedback and dining experience outcomes. ▪ Compliance with dietary, allergy and texture modification requirements. ▪ Evidence of respectful, patient and rights-based interactions with consumers. ▪ Compliance with Food Safety Standards and internal food safety procedures. ▪ Clean, safe and hygienic work and dining environments maintained.
Teamwork & Communication	▪ Work cooperatively as part of the Catering Services Team and contribute to a positive, respectful and supportive workplace culture. ▪ Communicate politely, clearly and respectfully with consumers (residents), families, colleagues and visitors. ▪ Follow direction from the Chef Supervisor and senior staff and seek clarification when unsure. ▪ Communicate effectively with nursing staff regarding consumer mealtime needs, preferences and concerns.	▪ Positive feedback from colleagues and consumers. ▪ Effective cooperation and communication with Catering Services and Care staff. ▪ Evidence of following instructions, seeking clarification when needed and contributing to a supportive team culture.

Key Result Areas	Accountabilities	Performance Measures
	▪ Participate in handovers, meetings and training as required. ▪ Report concerns, incidents, hazards or changes in consumer needs promptly to supervising staff. ▪ Maintain professional boundaries and model respectful behaviour at all times. ▪ Support new staff by demonstrating safe and respectful practices when required.	▪ Active participation in required meetings, handovers and training. ▪ Timely reporting of issues, concerns and hazards. ▪ Consistent demonstration of respectful, rights-based and professional behaviour.
Quality & Continuous Improvement	▪ Work in accordance with Woorayl Lodge Inc policies, procedures and the Aged Care Quality Standards. ▪ Follow the Woorayl Lodge Inc Food Safety Program and participate in food safety activities and audits as required. ▪ Report feedback, improvement suggestions, concerns or incidents through the appropriate systems. ▪ Participate in training and competency assessments to maintain safe and effective work practices. ▪ Support a clean, safe and organised kitchen environment and maintain high standards of food service. ▪ Contribute to a positive and consumer-focused culture that values safety, respect and continuous improvement.	▪ Compliance with organisational policies, procedures and Food Safety Standards. ▪ Active participation in food safety checks, audits and improvement activities. ▪ Timely and accurate reporting of issues, concerns or suggestions. ▪ Completion of required training and competency assessments. ▪ Positive contribution to food service quality, kitchen organisation and safety. ▪ Evidence of supporting a respectful, safe and improvement-focused workplace culture.
Documentation	▪ Complete required food safety records accurately and on time, including temperature checks, cleaning logs and waste documentation. ▪ Correctly label, date and store all food items according to the Woorayl Lodge Inc Food Safety Program and Safe Food Handling procedures. ▪ Ensure all opened, prepared and stored food items are labelled immediately and clearly to prevent spoilage, contamination and food safety risks. ▪ Follow first-in-first-out (FIFO) rotation practices and alert senior staff to expired or compromised items. ▪ Record and report incidents, hazards, consumer concerns or feedback using approved reporting processes. ▪ Maintain confidentiality and protect consumer information in accordance with privacy requirements. ▪ Communicate promptly if documentation or labelling identifies an issue requiring action (e.g., out-of-date stock, unlabelled item, incorrect storage).	▪ All food is consistently and correctly labelled, dated and stored according to policy. ▪ No unlabelled or incorrectly dated food items observed in kitchen or storage. ▪ Accurate and timely completion of food safety logs and checks. ▪ Evidence of following FIFO and safe storage procedures. ▪ Timely reporting of food safety risks, including unlabelled or incorrectly labelled items.
Health, Safety & Infection Prevention	▪ Work in accordance with Woorayl Lodge Inc's health, safety and wellbeing policies, procedures and relevant legislation. ▪ Follow safe food handling, hygiene and storage practices in line with Food Safety Standards and the Woorayl Lodge Inc Food Safety Program. ▪ Maintain high standards of kitchen cleanliness and hygiene, including equipment, utensils, benches, floors and waste management. ▪ Follow infection prevention and control procedures, including correct hand hygiene, PPE use, cleaning and sanitising processes.	▪ Compliance with safe food handling and Food Safety Program requirements. ▪ Clean, hygienic and well-maintained kitchen environment. ▪ Correct use of PPE, chemical handling and cleaning procedures. ▪ Safe manual handling and equipment use.

Key Result Areas	Accountabilities	Performance Measures
	▪ Use cleaning chemicals and equipment safely and according to manufacturer and organisational guidelines. ▪ Follow safe manual handling techniques and use equipment safely. ▪ Identify and report hazards, broken equipment, and safety or food safety risks promptly. ▪ Participate in emergency response procedures as required. ▪ Complete mandatory training and competency assessments related to food safety, manual handling, infection control and workplace health and safety. ▪ Contribute to a culture that prioritises safety, wellbeing and risk awareness.	▪ Accurate and timely reporting of hazards, incidents and food safety concerns. ▪ Completion of mandatory training and demonstrated safe practice.

PERFORMANCE REVIEW

Performance will be evaluated by the Chef Supervisor or delegate at three months, 5.5 months, 12 months and 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 service
- 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 documentation, including food safety records and labelling requirements
- Contribution to teamwork, communication and positive workplace culture
- Participation in training, development and continuous improvement activities
- Safe and responsible work practices, including equipment and manual handling
- Reliability, time management and ability to follow direction 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.*