



# Position Description

## POSITION DETAILS

Position Title:	<b>Cook/Chef 2IC</b>
Reports To:	Chef Manager
Enterprise Agreement:	Woorayl Lodge Inc., ANMF and HSU Enterprise Agreement 2017
Classification Level/Grade:	Kitchen Wage Skill Group 6 (KWSG6)

## ABOUT US

Woorayl Lodge Inc. is a not-for-profit aged care facility nestled in the lush, rolling hills of South Gippsland, with pristine beaches nearby. Situated in Leongatha, Woorayl Lodge is conveniently located near many of the region's natural attractions, including Wilson's Promontory National Park, Agnes Falls, and Tarra-Bulga National Park. The surrounding area boasts charming cafes, restaurants, and wineries to delight all palates.

Founded in 1956 by the local Rotary Club, Woorayl Lodge opened on December 14, 1960 with just three permanent residents. Today, it has grown to 41 private rooms in the residential aged care section and 29 independent living units, yet remains a proudly community-owned and run facility with a voluntary Board of Management.

As Woorayl Lodge prepares to break ground on stage one of a new building that will add approximately 40 beds, its commitment to providing specialist residential aged care in small communities remains strong. Woorayl Lodge continues to build long-lasting relationships and thrive within its Gippsland community.

## 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/Chef 2IC (Second in Charge) is responsible for assisting the Chef Manager in providing high quality catering services to the residents of the facility through the preparation and serving of resident meals, drinks and snacks.

The Cook/Chef 2IC will provide the Chef Manager assistance in providing positive guidance and supervision of catering assistants in undertaking their roles and complete all duties including food preparation are undertaken in accordance with the food safety plan and relevant regulatory and health and safety requirements.

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

- The mission, vision, values, policies and procedures of Woorayl Lodge
- The Charter of Aged Care Rights
- The Employee Code of Conduct
- The Australian Privacy Principles (Cth)
- The Aged Care Act (Cth)
- The Aged Care (Single Quality Framework) Reform Act 2018 (Cth)
- The Quality of Care Amendment (Single Quality Framework) Principles 2018 (Cth)
- The Occupational Health and Safety Act 2004 (Vic)

## **KEY SELECTION CRITERIA**

### **Essential**

- Certificate III in Commercial Cookery or relevant previous experience.
- Food Safety Supervisors Course.
- Demonstrated empathy for the needs of residents and commitment to uphold Woorayl Lodge mission, vision and values.

- Effective communication skills including the ability to consult with residents and staff regarding individual resident nutritional needs and preferences.
- Ability to manage food services including menu planning/ordering, liaison with food suppliers, stock monitoring and control for the efficient use of resources.
- Demonstrated ability to comply with legal requirements (e.g. Accreditation Standards, Food Safety Act and OHS Act i.e. hygiene and safety standards in the kitchen).
- Ability to use and maintain equipment in a safe manner at all times.
- Ability to document and maintain records in accordance with the food safety plan.
- Demonstrated ability to supervise staff and manage own routine and workload.
- Demonstrated commitment to ongoing learning and participation in continuous improvement activities.
- Highly developed interpersonal skills and ability to work with residents of differing backgrounds whilst maintaining role and professional boundaries.
- Current satisfactory Police Check.

#### **Desirable/Highly Regarded**

- Demonstrated experience in providing food services in a residential aged care or similar setting.
- Recent professional development in OHS, nutritional needs of the elderly and/or frontline management skills.

## **PROFESSIONAL RESPONSIBILITIES**

- Maintain abreast of current practice and trends in provision of food services.
- Recognise the need for and actively participate in continuing education and development.
- Where service delivery issues are unclear or beyond own abilities and qualifications, seek assistance and clarification.
- Comply with all Privacy Legislation requirements and Woorayl Lodge confidentiality policy when communicating any and all information pertaining to residents, staff and the operations of Woorayl Lodge.
- Efficient utilisation of resources and appropriate cost containment including staff and visitor meal payments.

## **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.

<b>Key Result Areas</b>	<b>Accountabilities</b>	<b>Performance Measures</b>
<b>Catering Services</b>	<ul style="list-style-type: none"> <li>▪ Service delivery meets Legislative requirements and any policy and administrative guidelines as set by the Commonwealth.</li> <li>▪ Demonstrate a positive attitude to older people and the needs of Woorayl Lodge Nursing Home's residents.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of resident satisfaction/improvement in the food service e.g. number and type of complaints re food service and types of improvements.</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> <li>▪ Demonstrate resident focus and responsiveness to the specific needs of residents by individualising food services wherever possible.</li> <li>▪ Be prompt and courteous when interacting with residents, families and colleagues.</li> <li>▪ Treat the resident with dignity and respect and support them to maintain their identity, make informed choices about their care and live the life they choose.</li> <li>▪ Seek feedback with regard to the quality of food and act upon findings.</li> <li>▪ Encourage and support residents to give feedback.</li> <li>▪ Collaborate with lifestyle staff to resident customs and celebrations provide catering for special occasions.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of meeting outcomes of aged care quality standards as relevant to the position</li> </ul>
<b>Assessment of Resident Needs and Planning</b>	<ul style="list-style-type: none"> <li>▪ Contribute to residents' quality of life and nutritional wellbeing through the provision of high-quality food services.</li> <li>▪ Dietary requirements for residents are developed in partnership with nursing staff, residents / representatives to confirm the resident gets the nutritional requirements needed for their health and wellbeing.</li> <li>▪ Liaise with the CCC or RN to confirm the residents' dietary needs and preferences (including religious and cultural requirements) are provided accordingly, as per the resident care plan.</li> <li>▪ Liaise with the CCC or RN in the identification of special needs of residents (e.g. swallowing abilities, impact of illness) so that all residents' individual and changing needs are met.</li> <li>▪ Coordinate menu planning, ordering, preparation and serving in accordance with residents' needs and preferences.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence that daily food services are provided in accordance with resident needs, preferences and the individual care plans. Meal services are provided in a timely way.</li> <li>▪ Evidence of liaison with CCC or RN so dietary needs and preferences of residents are adhered to as per the care plan.</li> <li>▪ Evidence of liaison with CCC or RN for identification of special needs of residents.</li> <li>▪ Evidence that menu planning, ordering, preparation and serving are in accordance with the residents' needs and preferences.</li> </ul>
<b>Preparation, Cooking and Serving</b>	<ul style="list-style-type: none"> <li>▪ Act as a role model in the maintenance of high hygiene standards and monitor staff compliance e.g. hand hygiene, personal cleanliness, wearing of appropriate clothing, headwear and footwear, wearing coloured band aids, not attending work if they are infectious.</li> <li>▪ All food products are prepared, cooked and served in accordance with food safety regulations e.g. monitor temperatures during storage, cooking and serving to minimise risk of food contamination.</li> <li>▪ In liaison with the care staff, residents are served their meals in a dining environment that is conducive to eating and resident comfort.</li> <li>▪ Residents' meals are served attractively and practically (e.g. appropriate aids are provided) to support individual resident ability and appetite.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of being able to demonstrate competency in food handling/hygiene of self and of catering staff.</li> <li>▪ Evidence of day to day management of kitchen staff e.g. completing required daily tasks to timelines, correct food safety techniques (wearing hats/head covering).</li> <li>▪ Evidence of compliance with annual food safety plan.</li> <li>▪ Evidence that residents' meals are served attractively and appropriate aids are provided where necessary</li> </ul>
<b>Cleaning and Maintenance</b>	<ul style="list-style-type: none"> <li>▪ All work areas are cleaned and maintained using the appropriate cleaning procedure.</li> <li>▪ Kitchen equipment is cleaned and maintained according to manufacturer's instructions and the cleaning schedule e.g. fridges, mixers, ovens, etc.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence that all work areas are cleaned and maintained using appropriate cleaning procedure.</li> <li>▪ Evidence that kitchen equipment is cleaned and</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> <li>▪ All cleaning materials (e.g. chemicals) and equipment are used and stored in accordance with instructions and for safety to staff and residents at all times.</li> <li>▪ All waste is disposed of in accordance with safe practice.</li> <li>▪ Identify and report maintenance issues via the maintenance book/CI form.</li> </ul>	<p>maintained as per manufacturer's instructions.</p> <ul style="list-style-type: none"> <li>▪ Evidence that all cleaning materials are used and stored appropriately.</li> <li>▪ Evidence that all waste is disposed of in accordance with safe practice.</li> </ul>
<b>Coordination and Monitoring</b>	<ul style="list-style-type: none"> <li>▪ Coordinate all food orders in accordance with budgets and planned menus that reflect the individual needs of residents.</li> <li>▪ Monitor the use of food products and wastage, maintain stock control and report any issues of concern.</li> <li>▪ Monitor the quality of services provided by contracted food suppliers and report issues that are not consistent with service agreements/food safety regulations e.g. temperature of frozen food.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence that all food orders are coordinated in accordance with budgets and planned menus.</li> <li>▪ Evidence of monitoring the use of food products and wastage and stock is maintained to appropriate levels.</li> <li>▪ Evidence that contracted food is received at appropriate temperatures.</li> </ul>
<b>Human Resource Management</b>	<ul style="list-style-type: none"> <li>▪ Orientate and support new staff to the role, environment and equipment including health and safety.</li> <li>▪ Develop and foster teamwork through role-modelling and clear, participative communication processes.</li> <li>▪ Report any concerns regarding residents' health to registered nurse in charge.</li> <li>▪ Participate in team processes and contribute to team goals e.g. attendance at team and committee meetings as may be required.</li> <li>▪ Delegate to food services assistants/ cooks, activities commensurate with their scope of practice and all catering staff adhere to legislative requirements and food handling regulations.</li> <li>▪ Contribute to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of other team members in the delivery of a quality service.</li> <li>▪ Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.</li> <li>▪ Encourage, mentor and support existing and new staff in their roles, and assist their further development through positive leadership, guidance and education.</li> <li>▪ Bring substandard performance issues to the timely attention of the Co-CEO and work with the employee on an improvement plan.</li> <li>▪ Use all resources and equipment in an effective and cost-efficient manner.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence that new staff receive orientation and support.</li> <li>▪ Evidence of effective delegation and monitoring of staff.</li> <li>▪ Evidence that staff attend all mandatory and other relevant staff development programs.</li> <li>▪ Evidence of effective teamwork within the kitchen.</li> <li>▪ Evidence of harmonious workplace.</li> <li>▪ Evidence of cooperation and respect with other staff members.</li> <li>▪ Evidence of mentoring and support of existing in their roles, and assist their further development through positive leadership, guidance and education.</li> </ul>
<b>Compliance / Accreditation / Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Comply with all Woorayl Lodge's policies and procedures; be able to locate and refer to the relevant policy manuals. Demonstrate an understanding of the legal aspects of these policies and comply at all times (e.g. Aged Care Act, Food Safety Act, OHS Act) in accordance with role.</li> <li>▪ Provide food services in accordance with the Aged Care Quality Standards requirements.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compliance with Woorayl Lodge's policies and procedures/laws.</li> <li>▪ Evidence of timely resolution of non-compliance.</li> <li>▪ Evidence of meeting outcomes of Aged Care Quality Standards as relevant to the position</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> <li>▪ Ongoing compliance with annual food safety plan requirements.</li> <li>▪ Participate in the implementation of quality activities e.g. conduct of audits, committee meetings. Continually evaluate food services provided to residents to identify better ways of doing things and document ideas.</li> <li>▪ Maintain knowledge and update skills.</li> <li>▪ relevant to the position through participation in ongoing staff development activities. This includes attending mandatory training e.g. orientation, fire safety, manual handling and food safety refresher course.</li> <li>▪ Participate in change activities; to this end this position description is intended to clarify the main areas of responsibility. The staff member may be asked to perform other duties as requested within the realm of their knowledge and skill level.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of assistance in Woorayl Lodge's annual internal audit compliance.</li> <li>▪ Improvement logs, evidence of appropriate/timely follow up/improvements.</li> <li>▪ Evidence of contribution to continuous improvement e.g. through the submission of ideas using continuous improvement forms, participation in audits, surveys and attendance and participation at committee/team meetings.</li> </ul>
<b>Documentation</b>	<ul style="list-style-type: none"> <li>▪ Maintain food services records and other data as required e.g. temperatures, cleaning schedules.</li> <li>▪ Document comments, compliments and complaints (on behalf of residents where appropriate) or own feedback (CI form) to identify better ways of doing things through the quality management system to Co-CEO.</li> <li>▪ Document kitchen staff illness as per the correct procedure, if required.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of required documentation completed accurately and to timelines e.g. food service records.</li> <li>▪ Evidence that kitchen staff illness register is completed and up to date.</li> </ul>
<b>Health and Safety / Food Safety</b>	<ul style="list-style-type: none"> <li>▪ Adhere to health and safety regulations, policies and procedures.</li> <li>▪ Adhere to all Food Safety regulations, policies and procedures and food safety plan is appropriately and accurately documented.</li> <li>▪ Food preparation and food storage is in accordance with the food safety plan and regulatory requirements.</li> <li>▪ Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and residents.</li> <li>▪ Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and residents as appropriate.</li> <li>▪ Monitor the safety of equipment and equipment is maintained, cleaned and used in a safe manner in line with manufacturers' instructions and organisational guidelines, and report any breakdown or requirements to the manager.</li> <li>▪ Work in a safe manner at all times and participate in occupational health and safety activities e.g. conduct of workplace inspections, monitoring of the safety and cleanliness of equipment and the environment and act upon findings.</li> <li>▪ In the event of accidents or incidents that involve staff, residents or volunteers, accurately complete accident/incident forms as may be required and report.</li> <li>▪ In the event of hazard identification, complete continuous improvement forms and report to manager.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to demonstrate role in the event of fire or other emergency.</li> <li>▪ Accurate and timely completion of resident/staff/visitor incident form including any first aid/follow up actions.</li> <li>▪ Accurate and timely hazard alert reports and corrective actions.</li> <li>▪ Ability to demonstrate safe manual handling.</li> <li>▪ Ability to demonstrate safe chemical handling.</li> <li>▪ Ability to demonstrate safe and appropriate use of equipment.</li> <li>▪ Able to demonstrate competency in food handling/hygiene.</li> <li>▪ Ability to demonstrate effective hand hygiene and infection control practices e.g. use of colour coded mops in relevant areas.</li> <li>▪ Able to demonstrate competency in fire and emergency procedures.</li> <li>▪ Able to demonstrate competency in manual handling.</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> <li>▪ Participate in training and education sessions regarding occupational health and safety.</li> <li>▪ Report or dispose of any broken, chipped or cracked crockery, cooking or eating utensils.</li> <li>▪ Escalate issues which put other staff or residents at risk to the Co-CEO. If the response is unsatisfactory or a response has not been received, it is understood that it can be escalated to the Australian Aged Care Quality and Safety Commission. It is understood that vexatious complaints can result in prosecution under legislation.</li> </ul>	

## PERFORMANCE REVIEW

The Cook/Chef 2IC's performance shall be evaluated by the Chef Manager or delegate at three months service, 5.5 month's service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

Woorayl Lodge's policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance review which is not related to the Disciplinary Procedure.

## EMPLOYEE POSITION DECLARATION

I have read and understand the Position Description and agree that I have the ability to fulfil this position. I understand that the information provided in this Position Description is a general outline and may not encompass every aspect of the position.

**Signature\*:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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