



Position Description

Care Services Employee (Domestic/Catering)

Stage:

Issued

Version:

8.004005

Group:

**HR/Position
Description**

Reports To:

Catering Services Coordinator

Employment Status:

Casual and Permanent, Part Time Available

Grade/Award:

Care Service Employee, Grade 1

Primary Objective:

The key purpose of this role is the provision of a high quality nutrition and hydration service for residents within food legislation requirements.

Key Responsibilities:

Client Service:

- To assist cooks in the daily running of a commercial kitchen
- Ensure compliance with Food Safety legislation, the Food Safety Manual and HACCP requirements
- Monitor and maintain sufficient food supplies for each residential facility
- Ensure the privacy, confidentiality and dignity of clients
- Maintain professional working relationships with clients at all times

Documentation:

- Ensure that the Food Safety Program and the support program documentation is maintained.

Culture:

Promote and develop a culture within the team that reflects the values and care principles of Feros Care by:

- Ensuring all staff feel they are a valued and important contributor to the team (**Everyone Matters**)
- Promoting and committing to a continuous journey of personal growth of all staff and residents (**Life Long Learning**)
- Creating an environment of ensuring laughter and purpose for both residents and staff (**Positive Energy, Fun**)
- Striving to do the best we can always (**Service Excellence**)
- Thinking outside the square to inspire new ideas (**Innovative Thinking**)
- Committing and accountability to the professional and ethical standards of behaviour, individually and within the team (**Absolute Integrity**)

Work Health and Safety:

All Feros Care staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety and the health and safety of others.
- Comply with the Feros Care WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements.
- Monitor workplace conditions and report:
 - ideas which may improve health and safety.
 - any work related or personal injury or illness (where it may affect their ability to work safely).

- hazards and incidents including any malfunction or inadequacies of equipment.
- Correct minor hazards as applicable.
- Attend and actively participate in WHS and other mandatory training.

Key Competencies:

1. Results Focus:

- Pursues work with energy, drive, and a need for completion
- Applies innovative ideas
- Adapts to varying work situations and is flexible in your approach to resolving challenges
- Takes initiative with a clear business purpose in mind
- Continually seeks to improve business processes

2. Client Service Focus:

- Commitment to client centred care delivery
- Anticipates client's needs
- Provides services in a respectful manner
- Delivers services accurately and on time
- Establishes and maintains a professional relationship with clients
- Suggests ways to improve processes to fulfil customer needs

3. Interpersonal Communication:

- Acts with integrity
- Treats others with respect
- Communicates openly and honestly
- Communicates with tact
- Resolves conflicts in a positive way
- Expresses self verbally in a clear and organised way
- Expresses facts and thoughts in writing in a clear and organised way

4. Personal Effectiveness:

- Develops self and others
- Continuously learns and develops
- Identifies own strengths and weaknesses
- Helps co-workers learn and develop and assist when they are having difficulty
- Defines and solves problems
- Takes responsibility for actions
- Uses time and resources wisely
- Organises and prioritises work
- Prepares for potential problems before they occur

5. Teamwork:

- Values the input and know-how of other team members
- Asks for help when needed
- Offers help to other team members when needed
- Builds trust and respect among fellow team members
- Takes actions that demonstrate consideration for the feelings and needs of others

Criminal History:

This position requires a mandatory National Police Check to be conducted if chosen to be the successful candidate. The police check will be renewed every 3 years.

Essential Criteria for Position:

Current drivers licence

Desirable Criteria for Position:

Certificate in Food Safety 1 and/or 2

Summary of Specific Responsibilities

Defined in

Responsibility

Admission Process Feros Village Byron Bay : Client Services - Residential	Care Services Employee (Domestic/Catering)
FVBB Security Lockdown : Client Services - Residential	Care Services Employee (Domestic/Catering)
Washtec Dishwasher Proceedure : Client Services - Residential	Care Services Employee (Domestic/Catering)

Other related Team/Group based responsibilities for **Care Services Employee (Domestic/Catering)**

Approval

I approve the above Position Description

Signed: Date: ... / ... /

Position:
(Supervisor/Manager)

Incumbent Statement :

I have read, understand and accept the above Position Description.

Signed: Date: ... / ... /

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