



## POSITION DESCRIPTION

**POSITION TITLE:** Trade Cook

**DIVISION/DEPARTMENT:** Hospitality/Food Services

**CLASSIFICATION:** Trade Cook (GR3)

**INDUSTRIAL AGREEMENT:** Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020 and subsequent agreements

**REPORTS TO:** Food Services Team Leader

**PRE-REQUISITES:**  
**Essential:**

- TAFE or Tertiary College Commercial Cooks Certificate (or an acceptable equivalent) successfully completed
- Previous recent experience in a similar role.
- Able to demonstrate has worked well in a commercial kitchen establishing harmonious working relationships with others.
- A history of having demonstrated effective leadership and work organisation skills in similar positions.
- Ability to demonstrate an advanced knowledge of food hygiene and infection control as they relate to kitchen management.
- Current Police Check.
- Current Working with Children Check

**Desirable:**

- Ability to provide some evidence of additional post basic education to further develop skills - can show a record of training or short courses attended.
- Previous experience of and success in training others in food preparation and general kitchen practices. Previous experience in a Hospital or Nursing Home.

## **KEY SELECTION CRITERIA:**

- Trade Cook Certificate of Cooking or relevant qualification.
- Food Safety Supervisor certification (Health & Community Services).
- Ability to comply with the “Behavioral Outcomes” for this role,
- Strong communication skills,
- Demonstrated ability to work within a team environment.
- Relevant cooking experience in a health setting.
- Have an understanding of the concepts of nutrition, cooking with consideration of special dietary requirements and food related allergies and intolerances.
- Demonstrated experience in a large scale commercial kitchen

## **OUR PURPOSE:**

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

## **OUR VALUES:**

Compassion, Empathy, Accountability, Respect and Excellence.

## **POSITION SUMMARY:**

To prepare, present and organise the service of meals to patients, staff, meals on wheels and to special functions as required.

As directed by the Food Production Team Leader, to manage the day to day work of self and other staff working at all times to support, lead and promote a cooperative team environment.

To work and perform cooking tasks as rostered, complying with the menus, recipes and work schedules provided and completing the work required in full and on time.

Assisting the Executive Chef as required in managing all aspects of the Food and Beverage Services.

- In every aspect of the work performed by the Food Production Unit, staff play an integral part in the delivery of first class health care.
- To prepare, plate and present meals and to supervise the work of Food Services Assistants when they are carrying out the same or similar tasks.
- To supervise the work of all Food Services Assistants on a shift by shift basis.
- To carry out regular audits of food stores – ensuring it is stored correctly evaluating stock quality, rotating stock, modifying menus to ensure use of foodstuffs before use by date expiry date is reached - carrying out necessary actions to minimise spoilage and waste of food stocks.
- When delegated to do so to liaise with suppliers and action routine orders of food stores.
- To assist the Food Production Team Leader with the education, training and appraisal of kitchen staff.
- In the absence of the Food Production Team Leader and if delegated to do so to manage the food services unit.

## **RESPONSIBILITIES:**

- Maintaining a high degree of personal hygiene and personal grooming.
- When handling foodstuffs or equipment used in meals production – at all times achieving the food hygiene standards set out in department policy and government regulations, ensuring staff comply.
- To prepare food ensuring that at all times high quality meals and beverage are presented to patients and staff by applying kitchen and professional standards at all times.
- Modifying menus / recipes if required to use up stock or adapt when stocks are unobtainable.
- Immediately reporting unsafe equipment to the maintenance department so it can be repaired.

- Using and cleaning equipment in a safe manner according to documented procedures.
- Participating in the kitchen / food service quality and accreditation programs, contributing to the processes whereby the quality of food services is continuously improved. This includes being aware of own and others work practices and looking for better more efficient, effective and safer ways of doing things. Making the effort to tell the Food Production Team Leader when improvements might be made and how and assisting the Food Production Team Leader to implement change.
- Reviewing, attending and delivering training related to all relevant policies, procedures and work practices including how to deal with internal and external emergencies; achieve good infection control and food hygiene practice; give good customer service; achieve occupational health and safety and safe work practices.
- Supporting a team approach and complying in full with all organisational policies and procedures eg – Safety, Food Hygiene, Infection Control and Information Privacy.
- Compliance with infection control policies and procedures.

### **Food Preparation and Hygiene**

Food prepared by the cook or under their supervision by others will:

- Meet the patient's (customer's) dietary requirements and comply with any medical directions or restrictions.
- Be served at the correct temperature and have a pleasing appearance and presentation.
- Have been prepared in compliance with all food hygiene procedures in a clean and hygienic work area.
- If not served immediately will be stored with the appropriate covers, in the correct place and at the correct temperature as per established kitchen and food handling procedures.

### **Safe Working Practices**

All persons working in the kitchen will do so in the safest possible environment by the Cook and those under their supervision:

- Keeping work areas (including those not in use or in use by others who are busy and need support) clean, well organised and free of obstructions or hazards.
- Reporting immediately to the maintenance department and where practicable removing from use or labelling as unfit for use faulty, damaged or otherwise unsafe equipment, furniture or fittings.
- Taking personal responsibility for removing from use or labelling as unfit for use faulty, damaged or otherwise unsafe equipment, furniture or fittings, which are reported to them.
- Cleaning up spillages (however caused and whomsoever caused by) immediately.
- Always using wet floor signs if wet or uneven floors present a slip and fall hazard.
- Working at all times in accordance with the established procedures and obeying safety rules.
- However busy the kitchen is - helping all workmates to comply with safe work practices.

### **Timely Completion of Work**

All food services work to be completed by the required deadlines and to the required standards of the Food Production Team Leader and those under their supervision:

- Working to their allocated schedule.
- Communicating with each other if work is delayed for any reason and subsequently reorganising to ensure work is done and meals are served on time.
- Being aware of the schedules of others and when time and work priorities permit, helping other kitchen staff with their allocated work.
- Complying with Hospital and department policies and procedures.

### **Teamwork**

There is cooperation and harmony within the food services department and with patient care teams, by the Cook:

- Recognising the roles of members of the kitchen / health care team in the delivery of care.

- Establishing, facilitating and working to maintain cooperative and respectful relationships in the team and with other patient care teams.
- Contributing where required to ensure decisions on policies, procedures and the completion of work are appropriate and safe and planned outcomes are achieved.
- Recommending to the Executive Chef any means to improve, working conditions, routines, personal relationships and quality of service provided for patients and other recipients of the department's produce and service.
- Ensuring that their personal appearance and behaviour towards patients and staff is always pleasant.
- Attending or if required leading meetings and attending or delivering training on the job as required.

## **SAFETY MANAGEMENT SYSTEMS**

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures
- Reporting hazards and injuries
- Participate in OH&S consultation and OHS training
- Cooperate with managers and supervisors to ensure that OH&S responsibilities are met by all
- Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- Each Employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of themselves and others within the workplace. This responsibility includes compliance with reasonable measures put in place by the Employer and any related occupational health and safety requirements.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline

## **QUALITY & RISK**

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

## **POLICY & PROCEDURES**

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on the BH Intranet site.

## **CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

## **MANDATORY ORGANISATIONAL COMPETENCIES**

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions)

- Manual Handling
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service.
- Hand Hygiene Training.
- Reporting Elder Abuse.
- Person & Family Centred Care

Refer to the organisations mandatory training policy for full details.

## **CONSUMER ENGAGEMENT**

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed.
- Evidence that consumers and their significant others are involved in the development of their own care plans and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

## **PREVENTION AND RESPONSE TO FAMILY VIOLENCE**

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at BH will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice.
- Actively participate in education and events supporting 'the prevention and response to family violence in our organisation and the community.
- Positively contribute to workplace safety and moral.
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

## **PERFORMANCE REVIEW & DEVELOPMENT**

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

*This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.*

*As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's Policies and Procedures.*

**EMPLOYEE'S NAME:** \_\_\_\_\_

**EMPLOYEE'S SIGNATURE:** \_\_\_\_\_

**DATE:** ...../...../.....

**MANAGER'S NAME:** \_\_\_\_\_

**MANAGER'S SIGNATURE:** \_\_\_\_\_

**DATE:** ...../...../.....

**CREATED:** August 2016

**REVISED:** October 2017

# Benalla Health

## Aligning behaviours to our Values and Code of Conduct

Compassion

Empathy

Accountability

Respect

Excellence

### In our team we ...

<p>are kind to each other</p> <p>are forgiving</p> <p>respect personal space</p> <p>seek clarity where there is uncertainty</p> <p>maintain confidentiality for those in our care and those we work with</p> <p>encourage and support each other to discuss issues</p> <p>ensure open consultation and two-way communication</p> <p>use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives</p> <p>we see the person as being separate from any unacceptable behaviour</p>	<p>ask others 'how can we help'</p> <p>act to include each other</p> <p>seek to understand the facts</p> <p>will support those who admit errors</p> <p>pull together especially in tough times</p> <p>have patience for those who are learning</p> <p>are safe to question and be inquisitive</p> <p>report incidents and mistakes recognising we work in a 'just' culture</p> <p>promote a culture of continuous improvement</p> <p>summarise what we have heard to demonstrate our understanding</p> <p>have fun</p>	<p>are honest and reliable</p> <p>do what we say we will do</p> <p>are honest with each other</p> <p>call below the line behaviour</p> <p>reflect on our own behaviour</p> <p>acknowledge problems and seek and/or offer a solution</p> <p>have the courage to speak up and use our voice</p> <p>will comply with reasonable directives</p> <p>follow policies and procedures including rostering rules</p>	<p>acknowledge the views, opinions, beliefs and ideas of others</p> <p>say thank you</p> <p>manage each other up</p> <p>encourage robust discussion</p> <p>smile and greet each other</p> <p>acknowledge people from culturally diverse backgrounds</p> <p>turn up on time</p> <p>apologise when we have hurt others and/or have been below the line in our behaviour</p> <p>model and demonstrate polite behaviour</p> <p>use AIDET when we communicate</p> <p>follow our organisation's dress code and dress appropriately</p>	<p>have a 'can do' attitude</p> <p>work hard</p> <p>choose our attitude</p> <p>encourage innovation</p> <p>lead by positive example</p> <p>work as a team</p> <p>acknowledge when we are wrong</p> <p>encourage each other to be the best we can be and celebrate each other's achievements</p>
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### In our team we do not ...

<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumor mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
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*Our standard is what we choose to walk past ...*

