

POSITION DESCRIPTION – Food Service Assistant



Department:	Operations
Reporting to:	Residential Manager (RM)
Location	Assigned Residence, but may be required to work across other Lifeview's residences
Position Number:	To be obtained from Payroll
Direct Reports:	Nil
Employment Status:	Part-time
Lifeview Principles:	All staff at Lifeview will adhere to and demonstrate the Lifeview principles of:
Laugh:	Constantly look for ways to be creative and have fun whilst working. Let your curiosity and light-heartedness fuel your enthusiasm
Integrity:	No matter the situation, take responsibility for consciously choosing how you want to show up in the world and the attitude you choose to carry with you
Focus:	Be physically and emotionally present for people, especially when they need you. It's a powerful message of respect that strengthens relationship
Engage:	Find special ways to connect with everyone you encounter, for no other reason than to brighten their day. It can be the little things that have a huge impact and make someone's day
Position Purpose:	This position is responsible to provide meal services to all customers, assisting in the efficient preparation and delivery of meals.

Key Result Areas (KRA) 1: Hospitality	Performance Indicators
Preparation and presentation of high quality food and meals to residents in accordance with food safety legislation.	<ul style="list-style-type: none"> • Meals are prepared, presented and served following the menu plan • Alternatives are available for meal choices for residents • Documentation is maintained and accurate in relation to food choices, likes and dislikes and allergies • Dietary options are provided as required – eg diabetic, high protein, gluten free • Lunch and Dinner are served on time • As and when required serve Breakfast, Morning & Afternoon tea • Keep Morning & Afternoon tea and Supper ready to be served by the Housemates • Temperatures are recorded for deliveries • Temperatures are recorded for all meals and are within appropriate ranges • Stock is ordered as required and an appropriate level of stock is maintained (if required) • Provision of drinks and snacks to residents whenever requested.

KRA 2: Infection Control

Infection Control processes are adhered at all times.

- Kitchen is maintained clean and tidy and cleaning schedules are accurate and cleaning is carried out as scheduled, inclusive of cleaning tables after meal service
- All handling of food is done following food safety guidelines and wearing appropriate protective clothing
- Utensils and equipment are cleaned and maintained.

KRA 3: Continuous Improvement

Improvements are identified and reported on via the Lifeview Residential Care continuous improvement system

- Attendance at staff meetings and other relevant meetings as required
- Provides competent service in accordance with the organisation's documented policies and procedures, and all legislative requirements relevant to role
- Completes a Let Us Know (LUK) Form when there is an identified need to improve
- Actively participates and contributes to continuous improvement activities which promote quality improvement to service provided; such as, follow up of LUK Forms, staff meetings, working parties, ongoing education, internal assessment and review of procedures, evaluation of new products and equipment
- Reads and acknowledges memos / document control in a timely manner
- Annual attendance of mandatory education sessions
- Regular attendance at education sessions of identified areas of need / interest

KRA 4: Professional Conduct

A high standard of personal appearance and conduct is expected at all times.

- Demonstrates punctuality and respectful language and manner toward residents, visitors and to each other
- Adheres to the Dress Code policy at all times, presenting as clean, neat, and tidy
- Provides customer service to residents, their representatives, and visitors by being polite and courteous at all times
- At NO TIME must information related to a resident/representative or staff member be discussed with anyone other than the relevant staff member
- A flexible, and enthusiastic attitude toward undertaking a variety of tasks, with a team approach is expected
- Display a positive approach to the L.I.F.E. Principles
- Successfully complete all other training, as required by Home2Home model of care, to become multi-skilled
- Takes an interest in further training and development to assist in current role
- Promotes, implements and adheres to all company policies and procedures at all times
- Reports any breaches and complaints that arise within the area of responsibility
- Builds effective working relationship with team members, sharing knowledge and expertise.

KRA 5. Occupational Health and Safety

Adherence to all OH&S policies and procedures at all times.

- Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self
- Reports immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue
- Identification of hazards and incidents, including the accurate reporting and documenting of same.
- Participates in problem solving processes to resolve OH&S issues
- Adheres to all Manual Handling requirements as per policy and procedure.

General Duties:

- Comply with and promote Lifeview Residential Care policies and procedures and participate in safety & improvement activities for the organisation
- Support and participate in OH&S policies and procedures and implement (where appropriate) within the organisation
- Participate and assist the Managers in audits
- Commit to understanding and upholding the L.I.F.E. Principles at all times
- Active participation in the team environment
- Commit to Continuous Improvement and active participation within the system
- Compliance with all legislation
- Responsible for observing and practicing the principles and obligations of Equal Employment Opportunity and maintaining a workplace free from bullying and harassment
- Attend at meetings and compulsory education
- Maintain confidentiality of all information obtained in the course of your employment. This does not cease when the employment ceases
- Information relating to staff, residents, and clients are to remain strictly confidential and are not to be divulged to any third party except where required for clinical reasons or by law and will require prior written approval from the Chief Executive Officer.

SELECTION CRITERIA

Mandatory knowledge, skills and expertise

- Certificate in Food Hygiene for Food Handlers or equivalent in aged care industry
- Knowledge of Diets
- Good communication skills
- Ability to write clear and precise English appropriate to hospitality duties
- Mature outlook with the ability to relate and converse with older people
- Ability and commitment to working as part of the team
- Demonstrated initiative and ability to work without supervision
- Commitment to maintaining confidentiality
- Ability to work within the culture of Lifeview Residential Care willingness to work in accordance with the LIFE Principles

	<ul style="list-style-type: none"> • Sound time management skills • Commitment to professional development. 		
Desired knowledge, skills and expertise	<ul style="list-style-type: none"> • An understanding of and sensitivity to, the issues related to services for residents. 		
Authorisation	Not Applicable		
<p>I agree that I have the skills and attributes to fulfil this position and hereby return a signed copy for my file, aware that my performance will be measured against meeting the key result areas and by my demonstration of adherence to L.I.F.E. Principles.</p> <p>I understand that I must at all times maintain a respectful and appropriate relationship with all prospective and current residents, their immediate family and/or significant other/s, staff, volunteers and contractors as per our Diversity Statement, which I have read.</p> <p>As part of Lifeview I shall deliver services irrespective of gender identity, age, ethnicity, cultural background, disability, religion, sexual orientation and/or professional status, thus working to ensure that our services and care are inclusive of all, and especially for older people from the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer community (LGBTIQ+).</p>			
Direct Manager: (Name in BLOCK LETTERS)			
Signature		Date	
Employee: (Name in BLOCK LETTERS)			
Signature		Date	
Prepared by: (Name in BLOCK LETTERS)	Swati Chakravarty Executive Manager – People & Culture		
Signature		Date	