



POSITION DESCRIPTION	FOOD SERVICES ASSISTANT		Updated June 2021
PURPOSE	The Food Services Assistant contributes to the provision of a variety of quality food and beverages to meet residents' individual needs and enjoyment of food.		
KEY SELECTION CRITERIA	<p>Essential:</p> <ol style="list-style-type: none"> 1. "Follow basic food safety practices" Certificate – Course code: HLTF001 2. Current police check (must be for 'working unsupervised with vulnerable people'). 3. Experience in kitchen work. <p>Desirable:</p> <ol style="list-style-type: none"> 4. Experience in residential aged care food services. 		
CONDITIONS OF EMPLOYMENT	According to the Aged Care Award 2010, Karingal Seymour Enterprise Agreement and Contract of Employment		
PHYSICAL REQUIREMENTS	<ul style="list-style-type: none"> • Walk / Stand 75 - 100 % of the time • Bend, squat up to 30% of the time • Push trolleys up to 25 % of the time • Lifting and stretching during food preparation and cleaning for example; lifting crockery, cutlery, washing dishes, mopping 30% of the time. 		
RESPONSIBLE TO	Food Services Co-ordinator (FSC) / Food Safety Supervisor (FSS) / Corporate Services Manager (CSM)		
MAIN TASKS	<ul style="list-style-type: none"> • Preparation, serving, presentation, collection and delivery of food and beverages in accordance with the Food Safety Program (FSP), individual resident's needs and preferences (using reports from the catering program), following shift routines, guidelines/checklists and time restraints. • Washing dishes and cleaning according to the FSP. • Assist with monitoring and recording requirements of FSP, e.g. record temperatures, sign-off cleaning schedules, documenting receipt of goods. • Contribute to menu planning to meet resident needs and preferences. 		
REPORTING REQUIREMENTS	<ul style="list-style-type: none"> • Reports to the Food Services Co-ordinator any concerns related to the FSP (Food Safety Program). • Reports to Food Services Co-ordinator/CSM any concerns related to residents. 		
PERFORMANCE APPRAISAL	Initial review 3 months after employment start date, annual review on first employment anniversary, then two yearly by CSM (with FSC and FSS input) or, as requested by employer or employee.		



POSITION DESCRIPTION	FOOD SERVICES ASSISTANT	Updated June 2021
Key Performance Indicators	Performance Criteria	Monitoring Process/es
PROFESSIONAL CONDUCT	<ol style="list-style-type: none"> Utilises effective time management to promote efficiency across all operations. Demonstrates a high standard of personal appearance and conduct, using respectful language and manner toward residents, visitors and other staff. Strict confidentiality is maintained in accordance with Karingal Seymour's policies & procedures inside and outside of the workplace. Demonstrates a flexible and enthusiastic attitude toward undertaking a variety of tasks. 	<p>Observation in the workplace.</p> <p>Reference: Code of Conduct</p>
SAFETY	<ol style="list-style-type: none"> Participates in the risk management program and contributes to a healthy & safe work environment. Reports immediately any equipment or situation with potential to be OHS issue. Participates in problem solving processes to resolve health and safety issues. Reports immediately any suspected elder abuse according to policies and procedures. 	<ul style="list-style-type: none"> Meeting minutes Incident Reporting Process Coaching by Manager
QUALITY IMPROVEMENT	<ol style="list-style-type: none"> Provides competent service in accordance with Karingal Seymour's Policies and Procedures, and legislative requirements relevant to role. Contributes to promoting quality improvement, e.g. by recording suggestions onto MANAD, attending meetings & ongoing education, reviewing procedures, evaluating new products and equipment. 	<ul style="list-style-type: none"> Quality Activity Reports Meeting Minutes
KNOWLEDGE & SKILLS	<ol style="list-style-type: none"> Maintains own knowledge and skills through attending in-service and continuing education, mandatory training, staff meetings, reading staff bulletins & emails. Training objectives completed to ensure ongoing skills & knowledge development. 	
MEALS AND REFRESHMENTS	<ol style="list-style-type: none"> Prepares, serves, presents and delivers food and beverages in accordance with the Food Safety Program (FSP), individual resident's needs and preferences and Duty Statements. Full use of catering program reports. Participates in menu planning if requested. 	<ul style="list-style-type: none"> Meeting minutes Performance Appraisal
FOOD SAFETY PROGRAM	<ol style="list-style-type: none"> Completes cleaning duties according to the Food Safety Program and Duty Statements. Assists with the monitoring and recording requirements of the Food Safety Program for example, recording temperatures, signing the cleaning schedule when cleaning is completed, documenting the receipt of goods, completing checklists as provided. Follow all aspects of Karingal Seymour's Food Safety Program at all times. 	<ul style="list-style-type: none"> Performance Appraisal



POSITION DESCRIPTION	FOOD SERVICES ASSISTANT	Updated June 2021
-----------------------------	--------------------------------	------------------------------

ASSESSABLE SKILLS	Date of review:
1. Participates in problem solving activities relevant to the catering service.	
2. Communicates with peers, residents and others as per Code of Conduct.	
3. Able to use the telephone for incoming calls, outgoing calls. Able to transfer a call.	
4. Works well within the team.	
5. Participates in continuous improvement activities related to the catering service.	
6. Able to complete all tasks within acceptable time frames.	
7. Works in a safe manner according to OH&S policy and procedure.	
8. Safe chemical handling / chemical knowledge.	
9. Performs manual handling according to documented procedures / guidelines.	
10. Practices standard precautions.	
11. Food hygiene and handling according to the Food Safety Program.	
12. Able to prepare and present food well.	
13. Cleaning of windows on doors.	
14. Cleaning of hard floors.	
15. Cleaning of doors.	
16. Cleaning of electrical fixtures, kitchen fixtures, kitchen equipment, furniture and appliances.	
17. Completes all documentation in FSP Workbook, relevant documentation, checklists.	
18. Uses catering reports on every shift.	
19. Odour control.	
20. General tidiness.	
21. Cleaning of external features, fire exits clear.	
22. Cleaning of cleaning equipment.	
23. Spills management.	
Assessor's signature:	
Staff Member's signature:	

Key: 1 = requires education/training 2 = requires coaching 3 = Independent 4 = Able to educate others