

POSITION DESCRIPTION

Position:	Kitchenette Server
Department:	Food Services
Responsible To:	Chef Manager
Location:	The Residency
Classification:	United Voice and ANMF EA classification based on years of experience and qualifications
Approval Date:	June 2021

Position Summary

The Kitchenette Server, Food Services is responsible for the presentation and serving of hot and cold meals for all Residents, visitors, staff and any other clients, as well as maintaining a safe and hygienic work area in accord with the Food Safety Policy as well as meeting the specific documented dietary needs of any client as required and needed.

Reporting / Working Relationships

- Works within the Service and Delivery division managed by the General Manager, Service Delivery
- Reports to the Chef Manager
- Accountable to the Shift Leader, Food Services
- Works within the Food Services team
- Partners with all Barossa Village staff and families of our clients in their care.

Key Performance Indicators

The measures of effectiveness for this role are:

- **(Customer) Customer Service Focus:** ensures that products that are prepared and cooked are done so in a manner that enhances customer satisfaction by meeting the client's needs e.g. dietary requirements but also acts in a manner that seeks to identify and resolve any problems.
- **(Operational) Planning and Organising:** Establishes a course of action for self to accomplish specific goals; Schedules and coordinates activities and resources in a

timely manner; Actively monitors timescales, plans and works to manage risk appropriately.

- **(Compliance) Detail and Quality Focus:** Proactively checks work to ensure accuracy; Adopts a thorough and methodical approach to work; Consistently maintains high standards for self in all aspects of food service and completes documentation as may otherwise be required.

Responsibilities

The Kitchenette Server is responsible for:

- Providing a high quality food service by following shift routine, dietary plans, Barossa Village's policies and procedures which are applicable in the food services area;
- Positively contributing to the reviews and evaluations of Hospitality Services' operational processes and procedures to ensure continuous quality improvement in Food Services;
- Ensuring that optimum food hygiene standards are maintained by self and all team members across all food storage, preparation and serving areas in accord with cleaning schedules and in doing so that all refuse and waste is disposed of in the correct manner;
- Completion of daily logs and client notes as required to ensure the compliant and safe operation of the Food Service;
- Maintaining effective communication with team members, management, Residents, and visitors as relevant to the role;
- Informing and report all maintenance issues and safety matters in accord with organisational procedure;
- Engaging in staff training, job planning, appraisals and feedback, team meetings and other activities that contribute to workforce and business development goals;
- Their own actions and are expected to be familiar with, and to practice within the scope of their role;
- Expected to be healthy, fit, and capable to perform their role proficiently at all times;
- Role modelling safe work behaviours. This includes but is not limited to; adhering to policies and procedures, ensuring that adequate training has been completed before commencing a task, and identifying, controlling and reporting any incidents / hazards that are observed;
- Undertaking other duties as directed relevant to the Hospitality Service.

Essential Criteria

- Police Check / Clearance no older than 12 months at appointment
- Food Safety certificate (I'm Alert)
- Chemical Handling training
- Basic Cookery Certificate or over 5 years working experience as cook/assistant cook
- Participate in the Barossa Village Annual Mandatory Influenza Program

Desirable Criteria

- Any Aged Care working experience
- Basic cookery certificate
- Any relevant Catering certificate
- Sound computer skills e.g. operating knowledge of Microsoft Office

Skills and Personal Attributes

- Excellent time management, organisation and planning skills
- An ability to work effectively unsupervised
- Demonstrated commitment to high standards of customer service and continuous improvement
- Adherence to corporate policy, procedure, systems and processes as relevant to the role in particular, but not limited to, our Organisational Values and Code of Conduct for Workers
- Demonstrated willingness to drive personal development through corporate professional development processes
- Able to demonstrate the attitudes and behaviours that promote a respectful and balanced partnership approach within the team, other staff members, contractors and our client base of older people
- Supportive of a success based culture in the organisation through assisting and supporting all Workers to succeed within their teams and role

Manager's Name

Manager's Signature

Date

Employee's Name

Employee's Signature

Date