

## POSITION DESCRIPTION

<b>Title:</b>	Kitchen Hand
<b>Division/Department:</b>	Enliven
<b>Company:</b>	Presbyterian Support Southland
<b>Reports to:</b>	First Cook
<b>Direct Reports:</b>	N/A
<b>Significant Working Relationships:</b>	<ul style="list-style-type: none"> <li>• Facility Manager</li> <li>• Food Services Manager</li> <li>• Kaumātua (Resident) and their whānau (family)</li> <li>• Health Care Assistants</li> <li>• Other site staff</li> </ul>

### CHARTER

Our **vision** is a community where all people can make the most of their strengths and feel included, valued, and safe.

To bring this **vision into reality**, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whānau in the wider community of Southland.

### Our Values:

- **Respect** – Manaaki: Respect for our heritage.
- **Compassion** – Aroha: Compassion with empathy.
- **Family** – Whānau Whānui: Celebration of family.
- **Community** - Iwi whānau/Hāpori: Communities that make a difference.
- **Accountability** – Whakatau tika: Holding ourselves accountable.

### Te Tiriti o Waitangi

Enliven Presbyterian Support Southland is committed to working in a multi-cultural way and affirms the place of Māori as Tanga Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Te Tiriti o Waitangi

**Mo te tunga - about the role:** To provide quality kitchen and food services in the facility, to help ensure an excellent service is delivered, providing effective assistance to other kitchen staff as required.

## Position Purpose and Primary Objectives

### Purpose

To provide quality kitchen and food services in the facility, to help ensure an excellent service is delivered, providing effective assistance to other kitchen staff as required.

### Primary Objectives

- Ensure Kaumātua receive an excellent food service experience through providing optimum customer service and maintaining high quality standards.
- Kitchen staff who demonstrate good work ethics.
- Perform in accordance with the Health and Safety at Work Act 2015.
- Utilise opportunities for personal/professional development.
- Establish effective relationships with others in the Home.
- Ensure that all communication both verbal and written is professional, open, and honest.
- Perform general housekeeping duties as required.
- Perform other such duties as may be reasonably required by the First Cook.

## Person Specification

### Qualifications and Education

- 167 Food Hygiene Standards

### Experience, Knowledge, and Skills

- Previous kitchen experience an advantage but not essential

### Personal Qualities

Essential:

- Self-motivated, strong work-ethic and uses their initiative.
- Service focused.
- Ability to contribute positively to a team.
- Willing to learn.
- Professional, responsible, trustworthy and able to maintain confidentiality and privacy

Desirable:

- Sound judgement
- Empathetic
- Adaptable and flexible

### Hours

- Rostered duties

### Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting and other reaching.

## Nga Kawenga: Responsibilities, Key Tasks and Performance Measures:

### 1. Contribute to an outstanding food service experience for all Kaumātua (Kaumātua)

#### Performance Expectations:

- (a) Work to ensure residents receive an excellent food service experience through providing optimum customer service and maintaining high quality standards.

#### Successfully Demonstrated by:

- Recognising Residents as being the kitchen's core customer, and helping to ensure the Home's food service reflects this.
- Carrying out all food preparation, serving and kitchen cleaning tasks as directed by the First Cook (or in their absence, the Relieving Cook).
- Demonstrating a sound understanding of safe food handling to meet Food Hygiene Regulations 1974.
- Learning and continuing to develop skill in preparation of food in accordance with menus, while ensuring quality standards are followed.
- Developing an understanding of specialist dietary requirements.
- Carrying out in-depth cleaning of all kitchen areas and ensuring that equipment is scrupulously clean and meets quality standards.
- Working to meet and maintain standards for raw and finished product quality, timeliness and quality of service, and cleanliness and sanitation.
- Assisting other kitchen staff as required.
- Economical with use of supplies/stock, working effectively to minimise waste.
- Working with senior kitchen staff to plan and prioritise work load, and assisting others or seeking assistance to help ensure food service runs smoothly.
- Continuously looking for areas where service may be improved, discussing these with First Cook.
- Referring any complaints or problems to the First Cook to ensure these are dealt with promptly and appropriately.
- Resident surveys conducted by management from time to time provide predominantly positive feedback.
- Developing own knowledge of the facility, including its services and layout, to assist Residents and visitors as necessary.

### 2. Kitchen and food service hygiene, health and safety

#### Performance Expectations:

- To help provide a safe and hygienic service which meets all quality standards required of a kitchen environment.

#### Successfully Demonstrated by:

- Learns and ensures that personally undertakes and meets all food safety and sanitation requirements and practices to comply with government regulations and Presbyterian Support Southland/Enliven policies. These include:
  - Operating Procedures
  - Food Safety Plan
  - Infection Control
  - Ministry of Health agreement requirements
  - Meeting the requirements of Presbyterian Support Southland/Enliven Health and Safety Policy, as set out in the *Health and Safety in Employment Act 1992* (Particular reference to *Section 19 – Duties of Employees* is required)
- Learning and ensuring safety and security procedures are followed to maintain a safe environment for Residents and staff alike, including:
  - Knowledge of and compliance with emergency procedures.
  - Observing security procedures.
  - Accurate accident/incident reporting and actioning of procedures.
  - Anticipating and reporting any risk to Residents and staff.

- Advises First Cook of any maintenance requirements or other such matters, and helping to ensure all plant and equipment is kept in good, safe working order.
- Contributing to providing a safe and orderly environment for Kaumātua that meets Presbyterian Support Southland/Enliven contract obligations with the Ministry of Health.
- Taking responsibility for personal health and safety.
- Maintaining a high standard of personal hygiene, for example:
  - Careful and diligent hand-washing techniques used at all times.
  - Fingernails clean and free from nail varnish.
  - Jewellery removed.
  - Work garments are fresh and clean at all times

### 3. Compliance with all Presbyterian Support Southland/Enliven policies

#### **Performance Expectations:**

- (a) Ensure compliance with all Presbyterian Support Southland/Enliven policies.

#### **Successfully Demonstrated by:**

- Develops and maintains knowledge of and complies with all Presbyterian Support Southland/Enliven policies, including facility rules, aims, and values.
- Being aware of own limitations and when requiring assistance/support, asks for help.

### 4. Health and safety

#### **Performance Expectations:**

- (a) Perform in accordance with the Health and Safety at Work Act 2015.

#### **Successfully Demonstrated by:**

- To understand and meet your personal obligations under the Health and Safety at Work Act 2015.
- To understand importance of and be able to complete incident reports.
- To be aware of your responsibility to report an incident, accident, hazard or near miss and ensure reporting is carried out.
- Demonstrate an adequate knowledge of Health and Safety requirements as a team member.
- Ensure all new hazards are identified and reported and ensure all hazard controls are maintained and adhered to.
- Adhere to all Health and Safety policies and procedures implemented by the Company

### 5. Establishes effective relationships within the team, and the wider facility

#### **Performance Expectations:**

- (a) Establish relationships with other members of the kitchen team to assist in identifying areas for personal/professional development.
- (b) Utilises opportunities for personal/professional development.
- (c) Establish effective relationships with others in the Facility.

#### **Successfully Demonstrated by:**

- Sharing and supporting others in attainment of team goals.
- Establishing and maintaining relationships with people at all levels, putting others at ease.
- Identifying areas of learning and possessing willingness to further opportunities for education and development.
- Participating in staff training and education.
- Developing effective relationships with others in the home in order to provide the best service possible to kaumātua and visitors.

## 6. Professional communication

### Performance Expectations:

(a) Ensure that all communication, both verbal and written, is professional, open and honest.

### Successfully Demonstrated by:

- Promoting open communication amongst all staff at all times.
- All conversations with kaumātua and visitors are to be in a polite, friendly manner.
- Maintaining confidentiality – does not discuss matters relating to Staff, Presbyterian Support Southland/Enliven or Kaumātua in any public place.
- Answering phone in a warm and friendly way, with the facility name and your name.
- Always using a polite and professional manner when speaking with all colleagues.

## 7. Other duties

### Performance Expectations:

(a) Performs general housekeeping duties as required.

(b) Performs other such duties as may be reasonably required by the First Cook.

### Successfully Demonstrated by:

- Representing Presbyterian Support Southland/Enliven in polite and professional manner at all times.
- Completing any other tasks or responsibilities reasonably delegated or assigned by the First Cook.

## Expectations of all PSS employees

<b>Communications / Interpersonal relationships</b>	<ul style="list-style-type: none"> <li>• Positive and collegial relationships are developed and maintained.</li> <li>• Verbal and written communication is at a high standard, relevant and appropriate to the audience.</li> </ul>
<b>Performance development and learning</b>	<ul style="list-style-type: none"> <li>• Active engagement with personal development review process.</li> <li>• Personal and professional development goals and objectives are established.</li> <li>• Be responsible for own ongoing education and skills required in designated role.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>• Make recommendations for improvement to services, work practices and / or workflow.</li> </ul>
<b>Health and Safety</b> <i>PSS is committed to achieving the highest level of health and safety for its kaimahi and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> <li>• All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.</li> <li>• You are expected to work safely and to actively participate in health and safety programmes in your work area.</li> <li>• All accidents or potential hazards must be reported to your direct line manager</li> </ul>
<b>Te Tiriti O Waitangi / The Treaty of Waitangi</b> <i>PSS is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> <li>• As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.</li> </ul>

*The role description will be reviewed regularly for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.*

I have read, understood, and accept this position description.

\_\_\_\_\_ (Position Holder)

\_\_\_\_\_ (Date)

\_\_\_\_\_ (Manager)

\_\_\_\_\_ (Date)

## Skills and Behaviours:

The Presbyterian Support Southland (PSS)/Enliven Skills and Behaviours are the things you should do to demonstrate our vision. The foundation of our vision is as follows, and as an organisation we seek to live our five core values in everything we do.

**RESPECT MANAAKI**  
Respect for our heritage

**COMPASSION AROHA**  
Compassion with empathy

**WHĀNAU WHĀNAU WHĀNUI**  
Celebration of whānau

**COMMUNITY IWI WHĀNUI/HĀPORI**  
Communities that make a difference

**ACCOUNTABILITY WHAKATAU TIKA**  
Holding ourselves accountable

Skills and Behaviours are broken down into components which all work together. As an organisation, we expect all our people to demonstrate these skills and behaviours in everything they do.

### **Communication**

Communicates both orally and in writing in a manner which is clear, fluent and to the point, honest and open. Conveys messages in a credible way that holds the audience's attention, including readers and in group and one-to-one situations.

### **Client Focus**

Aware of and understands PSS mission and values and delivers services within this context. Monitors and upholds high quality of service, working in a cooperative, respectful manner with colleagues, clients, and wider community.

### **Self Determination**

Maintains a high level of drive with a positive attitude and enthusiasm toward hard work and meeting challenges.

### **Teamwork**

Working positively toward achieving team and organisational goals by encouraging teamwork and promoting respect and understanding of different opinions and backgrounds.

### **Accountability**

Takes personal responsibility and accountability for own work and performance. Takes timely decisions and commits to clear courses of action. Able to accept things may have been done better not blaming other factors.

### **Self-Improvement**

Takes responsibility for own development and actively pursues learning and development opportunities.

### **Planning and Organising**

Sets clear objectives, plans, and organises work of self and team with defined action steps for achieving planned outcomes.

### **Problem Solving and Decision Making**

Analyses problems, breaks into core parts, investigates, evaluates, and generates appropriate solutions.

**Agreed by:**

\_\_\_\_\_ (Job holder's signature)

\_\_\_\_\_ (Facility Manager's signature)

\_\_\_\_\_ Date

## POSITION DESCRIPTION

<b>Title:</b>	Service Worker
<b>Division/Department:</b>	Enliven
<b>Company:</b>	Presbyterian Support Southland
<b>Reports to:</b>	Care Home Manager
<b>Direct Reports:</b>	N/A
<b>Significant Working Relationships:</b>	<ul style="list-style-type: none"> <li>• Clinical Managers</li> <li>• Clinical Coordinator</li> <li>• Registered Nurses</li> <li>• Enrolled Nurses</li> <li>• Health Care Assistants</li> <li>• Other site staff (kaimahi)</li> <li>• Kaumātua (Residents) and their whānau (family)</li> </ul>

### CHARTER

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### Our Values:

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### Te Tiriti o Waitangi

Enliven Presbyterian Support Southland is committed to working in a multi-cultural way and affirms the place of Māori as Tanga Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Te Tiriti o Waitangi

**Mo te tunga - about the role:** To provide holistic support in the lives and wellbeing of our Kaumātua who choose to live in our Care Homes.

## Position Purpose and Primary Objectives

### Understanding the role:

This job description contains accountabilities for our Service Workers.

- This is a job that supports the wider team by ensuring our Kaumātua (residents) receive high quality service.
- The delivery of food and drinks to individual rooms, while ensuring our Kaumātua can enjoy their breakfast and morning tea in a timely manner.
- Keeping our Kaumātua room tidy and linen changed is another important part of the role. It is essential that our Kaumātua are in a clean and tidy environment.
- This is also an opportunity to chat and check that our Kaumātua are okay and advise the nursing team of any concerns.
- You will follow a task card that will schedule your tasks for the morning. This will include but not limited to the daily routine required to support our Kaumātua.

### Hours

Rostered Duties

## Person Specification

### Experience, Knowledge, and Skills

- Entry Level: no experience required.

### Personal Qualities

- Treat everyone with respect and dignity
- Ability to work independently.
- Always work within professional boundaries
- Develop and maintain positive relations within the workplace.
- Behaviour aligns with Enliven philosophy and Presbyterian Supports Southland Charter
- Encouraging Kaumātua to be as independent as possible
- Always respecting the confidentiality of both personal information, inside and outside the workplace
- Demonstrating good time management skills and being able to prioritise effectively.
- Demonstrating initiative and getting on with whatever needs to be done.

### Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting and other reaching.

## **Nga Kawenga: Responsibilities, Key Tasks and Performance Measures:**

### **Support our Kaumātua to be independent as much as possible, while delivering high standard of individual care**

#### **Successfully Demonstrated by:**

- Understand and provide care needs as per task card.
- Perform the following tasks in a way that ensure kaumātua are shown dignity, privacy, and respect for all personal preferences.
  - Delivery and serving of food and fluids
  - Tidy rooms and take out old magazines, newspapers, flowers etc
  - Change bed linen as per schedule
  - Support team with folding hand towels and facecloths and deliver to Kaumātua rooms
  - Collection of dishes from Kaumātua rooms

### **Manaaki: Respect and dignity Aroha: Compassion with empathy**

#### **Successfully Demonstrated by:**

- Ensure all kaumātua and their whānau are treated with dignity and respect and ensure kaumātua feel that they are living in their own home.
- Interact with kaumātua by providing them with high standard of service that meets all their individual needs.
- Provide privacy, always knock on door before entering and introduce yourself to the kaumātua on entering.
- Support kaumātua to practice their cultural preferences.
- Welcome whānau and support a positive visit with the kaumātua.
- Ensure all communication with other health professionals, colleagues, whānau and kaumātua is professional and respectful.

### **Whānau: Celebration of family**

#### **Successfully Demonstrated by:**

- Develop trusting, professional relations with the kaumātua and their whānau and friend while maintaining professional boundaries.
- Demonstrate commitment to Enliven Presbyterian Support Southland vision and values and promoting its good reputation through appropriate behaviours.
- Welcome whānau and support a positive visit with the kaumātua.

### **Whakatau Tika: Holding ourselves accountable. Support our kaumātua by working as a team, looking after yourself and others**

#### **Successfully Demonstrated by:**

- Arrive and leaves work at the correct time.
- Gives adequate notice if unable to attend work due to illness.
- Follows policy and procedures, Code of Conduct and kaimahi (staff) handbook.
- Helps other kaimahi.
- Always maintain respectful and professional communication with other kaimahi.
- Follows health and safety procedures and reporting.

- Understand and meet your personal obligations under the health and safety work act 2015.
- Attends and or completes mandatory training within the required timeframes.
- Asks if unsure what anything means or how to undertake an activity.
- Keeps rested and healthy and takes annual leave.
- Identifies and reports hazards and knows how to minimise risk.
- Taking responsibility for personal health and safety.
- Maintaining a high standard of personal hygiene, for example:
  - Careful and diligent hand-washing techniques used at all times.
  - Fingernails clean and free from nail varnish.
  - Jewellery removed.
  - Work garments are fresh and clean at all times

### Other duties

#### Performance Expectations:

(a) Performs other such duties as may be reasonably required by the Manager.

#### Successfully Demonstrated by:

- Representing Presbyterian Support Southland/Enliven in polite and professional manner at all times.
- Completing any other tasks or responsibilities reasonably delegated or assigned by the Manager.

### Expectations of all PSS employees

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\_\_\_\_\_ (Manager)

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\_\_\_\_\_ Date