

LUCK Kitchen Hand



UNIT/TEAMS	LUCK Venue Palmerston North
REPORTS TO	Service Manager – Community MH Services Palmerston North
RESPONSIBLE FOR	Nil staff
LOCATION	LUCK Venue – Palmerston North
HOURS	Monday – Friday 8am to 10am 10 hours per week
BUSINESS GROUP PURPOSE	LUCK is based in the heart of Palmerston North City and been part of the community for over 20 years. LUCK is a space open to anyone who needs support. It is a space to connect with others and a place of belonging. LUCK serves the community. We provide resources, workshops, activities, and outreach services. We have facilities for people who need some extra support so people can meet their basic needs, such as showers, breakfast, cooked lunches, kai packs, computers and phone access and a resource centre to access preloved clothing and household items. LUCK connects people through collaborations with other services and organisations and the delivery of activities and workshops onsite and in the wider community. LUCK connects people to their community and can and can support people to access services when experiencing homelessness, needing legal support, housing and tenancy issues, MSD support, Health and wellbeing support, support with advocacy, child protection and safety concerns. LUCK is committed to community inclusion and participation, hosting several key community events and celebrations. LUCK sits under the umbrella of MASH Trust . MASH Trust is an innovative leader of support services across the disability, mental health, and social sectors in the Lower North Island. MASH and LUCK are committed to Te Tiriti o Waitangi, acknowledging this as the founding document of Aotearoa. Safe bicultural practice is guided by our Pou tikanga and mana whenua within all regions that we work.
ROLE PURPOSE	Supports Kitchen Co-ordinator during breakfast and lunch duties and provide cover if Kitchen Co-ordinator is away. General kitchen tasks but is not limited to cleaning, food-prep, washing dishes, sanitising surfaces, peeling vegetables, portioning ingredients and maintaining hygiene.

MASH TRUST MISSION

Working together to achieve great lives

OUR VALUES

Relationships	Build open relationships based on honesty and respect
Communication	Communicate with an open mind and heart
Mana	Recognise and promote the mana and strengths of the service user
Opportunities	Take opportunities to learn and grow together
Believe	Believe that together we will make a difference
Fun	Make fun a goal

KEY RESULT AREAS

KEY RESPONSIBILITIES	SUMMARY OF OUTCOMES
Service User Support	• Is familiar with MASH Values and LUCK Venue philosophy. • Service users are treated as individuals by respecting their individuality, spiritual and cultural heritage. • Service user's requests and complaints are reported to the manager. • Works to ensure service users nutritional needs and individual preferences are met. • Interacts in a positive manner with service users. • Supports the Luck Hub Facilitators activities. • When required oversees and coordinates any kitchen/food service activities carried out by volunteers.
Teamwork and leadership	• When required provides kitchen services leadership. • When required actively supervises the day-to-day running of the kitchen and ensures kitchen tasks are performed as per each kitchen work schedule. • All resources are used appropriately and, in a cost, effective manner. The kitchen budget is managed, and wastage is minimised. • When required provides daily supervision and leadership to any employees or volunteers working in the kitchen and/or involved in food service.

	• When required Ensures that all employees or volunteers complete the appropriate orientation and required induction procedures to carry out their kitchen/food service roles.
Food service	• Meals are adapted to allow for spontaneity and other activities occurring within the LUCK Venue. • The specified menu is followed, with replacement meals meeting nutritional guidelines and feedback provided to the line manager where required. • Food is tasty, well presented and at the right temperature, including modified meals. • Meals are to be served at the appropriate portions and meet service users needs. • Wastage is minimal – correct amount of food is prepared based on the number of service users using the food service data base.
Quality	• Ensures that the kitchen and associated food preparation areas are clean and hygienic. • Demonstrates knowledge of food safety regulations and ensures food safety regulations are adhered to. • Makes sure MASH procedures, standards, guidelines, and documentation are followed at all times. • Ensure nutritional guidelines are met and correct quantities of stock are ordered. • Provides a high level of service and participates and contributes to quality improvement initiatives. • Seeks feedback regularly from service users either verbally or through the surveys. • Ensures employees and or volunteers are trained in food service and dining room etiquette.
Kitchen management	• Ensures all resources are used appropriately and in a cost-effective manner. The kitchen budget is adhered to and wastage minimised. • Stock levels are monitored, and stock is dated and rotated i.e. first in, first out. • Wherever practical, stock being ordered is to be ordered from MASH contracted suppliers. • Maintains a constructive and positive relationship with suppliers. • Recognises when equipment requires maintenance or replacement and discusses options with manager.

Relationship Management	• Contributes to LUCK Venue operations by working collaboratively with other MASH functional areas. • Amends approaches to different situations when it is apparent that a method of communication is inappropriate or ineffective. • Works effectively as part of a team and willingly assisting others. • Is supportive and respectful of other team members. • Approaches tasks, challenges, and difficulties in a positive and energetic manner. • Demonstrate a willingness to learn new skills, develop and meet new challenges to improve your professional skill set. • Represents MASH Trust internally and externally as required.
Health & Safety:	For self • Work safely and take responsibility for keeping self and colleagues free from harm. • Report all incidents and hazards promptly. • Know what to do in the event of an emergency. • Cooperate in implementing return to work plans. For team • Inform, develop, and equip staff to carry out their work safely. • Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries. • Assess all hazards promptly and ensure they are managed.

COMPETENCIES

Competency	Behaviour
Written & Verbal Communication	• Able to communicate clearly and succinctly in a variety of communication settings and styles, and to a variety of audiences • Can get messages across that have the desired effect. • Presents the message clearly / concisely and without ambiguity. • Considers visual presentation and layout with written communication.
Priority setting	• Spends time on what is important. • Can quickly sense what will help or hinder in accomplishing a goal. • Eliminates roadblocks and creates focus.
Problem-solving	• Uses common sense, logic, and analysis to identify the core issue causing the problem. • Probes all possible sources to identify a solution, looking beyond the obvious and not stopping at the first possible solution. • Uses all information gathered to identify the best solution to solve the problem, consulting with others as required but owning the problem until resolved.
Quality decisions	• Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement. • Sought out by others for advice and solutions.
Quality of work output	• Strong numeracy skills. • Delivers quality work to the highest (or better) standard expected. • Work produced is almost error free with little need for work to be re done.
Working autonomously	• In most situations is able to perform to expected standards with little support / guidance. • An independent, self-starter. • Anticipates work to be done without having to be told. The work identified is the right work and is completed in the correct way. • Resilience when faced with obstacles.

EXPERIENCE/QUALIFICATIONS

- ▶ Relevant NZ Food related Qualifications
- ▶ Current recognised food related hygiene certificate.
- ▶ Current Full NZ Drivers licence.
- ▶ Current First Aid Certificate preferred.

Job Specific Knowledge and Skills:

- ▶ Experience in working within a comparable kitchen / food service environment
- ▶ Demonstrated cooking and food service experience.
- ▶ Knowledge in food hygiene and food safety regulations.
- ▶ Demonstrated high standard of personal hygiene and appearance.
- ▶ Strong customer service ethos.
- ▶ Demonstrated ability to build credibility with volunteers and staff.
- ▶ Ability to work under pressure.
- ▶ Demonstrated commitment to the principles of the Treaty of Waitangi and te Ao Māori

- ▶ Successful demonstration of promoting diversity and inclusion in the workplace

KEY RELATIONSHIPS

Internal:

- ▶ Service Manager
- ▶ LUCK Hub Facilitator.
- ▶ Health & Safety Team.
- ▶ MASH Kitchen Coordinator.

External:

- ▶ Food vendors and providers.
- ▶ Other service users.