

Food Services Team Leader



Role specification

Role Title

Food Services Team Leader

Business Unit

Enliven

Location

Enliven Homes

Reports to

Home Manager

Direct Reports

Has day-to-day oversight of the Weekend Cook and Kitchen Hands

Purpose of the role

To lead the kitchen team to provide tasty, nutritious meals which meet our residents' dietary needs, in a hygienic and organised kitchen. The Foods Services Team Leader ensures resources are managed in a cost-effective manner, budgets are adhered to and waste is minimised.

Key Accountabilities

Teamwork and leadership

- Provides leadership to the kitchen staff.
- Actively supervises the day-to-day running of the kitchen and ensures kitchen tasks are performed as per the work schedule.
- Responsible for helping with recruitment and doing performance appraisals on kitchen employees.
- Ensures the kitchen budget is managed, waste is minimised and all resources are used appropriately and in a cost effective manner.
- Acts as a member of the home senior management team, participates fully and constructively in management team meetings.
- Ensures all kitchen employees complete the appropriate orientation and induction procedures, including mandatory training days.
- Takes responsibility for resolving minor staff issues at an early stage before bringing in home manager.
- Manages team members in line with PSC policies and procedures.



- Demonstrates knowledge of industry trends and standards.

Food service

- Meals are adapted to allow for spontaneity and other activities occurring within the home.
- Food is tasty, well presented and at the right temperature, including modified meals.
- Meals are served at the appropriate size and meet resident's needs.
- Wastage is minimal – correct amount of food is prepared based on the number of residents using food service data base.
- Specified menus are followed and replacement meals meet nutritional guidelines.
- Feedback is given to Enliven Management when required.

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 PSC procedures, standards, guidelines and documentation are followed.
- Ensures the food database is used appropriately to ensure nutritional guidelines are met and correct quantities of stock are ordered.
- Provides a high level of customer service.
- Participates and contributes to quality improvement initiatives.
- Seeks feedback regularly from residents and family either verbally or through the resident's survey.
- Ensures staff are trained in food service and dining room etiquette.
- Role models good practice and staff are supported to gain Certificates in food preparation.
- Maintains own professional knowledge, skill and demonstrates leadership through own professional development.

Kitchen management

- Attends annual Peer Support meetings and participates constructively in food services teleconferences.
- Monitors stock levels and ensures stock is dated and rotated i.e. first in, first out.
- Ensures all orders are only made through PSC suppliers.
- Maintains a constructive and positive relationship with suppliers.
- Recognises when equipment requires maintenance or replacement and discusses options with home manager.
- Performs other duties as required by management.

Supporting resident's independence

- Is Familiar with Eden philosophy.
- Residents are treated as individuals by respecting their individuality, spiritual and cultural heritage.



- All residents' requests and complaints are reported to the manager.
- Works with care staff to ensure resident's nutritional needs and individual preferences are met.

Health, safety and wellbeing

- Support organisational health, safety and wellbeing initiatives
- Supports a culture of wellbeing at PSC
- Role model good health and safety practice and behaviours
- Report all hazards, incidents, accidents and near misses
- Supports managers and the organisation in remaining compliant to health and safety legislation.

Core Competencies

Co-operation and Teamwork

- Actively participates in team meetings and decision-making in a positive manner; looks to advance both organisational goals and team goals.
- Is constructive in their criticism of team members; encourages others to do the same.
- Supports and helps other team members perform their tasks.
- Suggests ways to improve the way the team operates/works together.
- Works with other team members in a constructive and positive way.
- Develops constructive working relationships with other team members
- Shows an understanding of how one's own role directly or indirectly supports the work of the wider team.

Commitment to Eden Philosophy

- Eden Principles and Domains of Wellbeing are included each year in the mandatory training cycle for all staff.
- Support the creation of a Human Habitat where life revolves around close and continuing contact with plants, animals and people of all ages
- Support residents to maintain loving companionship
- Support residents to give as well as receive care
- Support and encourage residents to maintain rituals and activities which are important to them as individuals and to find meaningful activities to undertake.

Communication

- Has a warm, welcoming communication style – voice tone and approach is pleasant, positive and encouraging.
- Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others.



- Listens carefully – uses paraphrasing and other techniques to ensure they understand what others are saying.
- Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.
- Demonstrates thoughtfulness, courtesy, openness and respect for colleagues and the clients of the organisation. Shows respect for others, demonstrates empathy.
- Acknowledges and converses with staff, clients and visitors; identifies and promptly responds appropriately to their needs.
- Adapts their approach to fit the situation they are in or the person they are with.
- Displays empathy and understanding consistent with the mission and values of the organisation when discussing and/or working with staff on issues and situations.

Taking Responsibility

- Is reliable - does what one says one will.
- Consistently performs tasks correctly - following set procedures and protocols.
- Perseveres with tasks and achieves objectives despite obstacles.
- Adjusts work style and approach to fit in with requirements.
- Is results focused and committed to making a difference.
- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected.

Quality and Innovation

- Sets high standards for self
- Constantly looks for innovative ways to achieve greater levels of efficiency, cost-effectiveness and growth.
- Provides quality service to those who rely on one's work.
- Looks for ways to improve work processes - suggests new ideas and approaches.
- Explores and trials ideas and suggestions for improvement made by others.
- Shows commitment to continuous learning and performance development.

Person Specification

Qualifications

- City and Guilds 706/1 and 706/2 or NZQA 75/1 and 75/2 (or current certificate in Hospitality Cookery Level 4.
- Current recognised food related hygiene certificate.
- Current first aid certificate preferred.



Knowledge and Experience

- Experience leading a team of kitchen staff.
- Demonstrates knowledge of food safety regulations.

Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.