



POSITION DESCRIPTION

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.

Position: Kitchen Hand (New Team Member)

Responsible to: First Cook

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

Key Qualifications and Experience:

- 167 – Food Standards

Hours: Rostered Duties

Key Tasks

1.0 *Contribute to an outstanding food service experience for all Residents*

Performance Expectations:

- (a) Help 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.

2.0 *Kitchen and food service hygiene, health and safety*

Performance Expectations:

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

Successfully Demonstrated by:

- Learning and ensuring 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.
- Advising First Cook of any maintenance requirements or other such matters, and helps to ensure all plant and equipment is kept in good, safe working order.
- Contributing to providing a safe and orderly environment for Residents 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, e.g.:
 - Careful and diligent hand-washing techniques used at all times.
 - Finger nails clean and free from nail varnish.
 - Jewellery removed.
 - Work garments are fresh and clean at all times.

3.0 Compliance with all Presbyterian Support Southland/Enliven policies

Performance Expectations:

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

Successfully Demonstrated by:

- Developing and maintaining knowledge of and complying 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.

4.0 Establishes effective relationships within the team, and the wider home

Performance Expectations:

- (a) Establish relationships with other members of the kitchen team to assist in identifying areas for personal/professional development.
- (b) Utilise 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 facility in order to provide the best service possible to Residents and visitors.

5.0 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 Residents and visitors are to be in a polite, friendly manner.
- Maintaining confidentiality – does not discuss matters relating to Staff, Presbyterian Support Southland/Enliven or Residents 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.

6.0 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

7.0 Other duties

Performance Expectations:

- (a) Performs general housekeeping duties as required.
(b) Perform other such duties as may be reasonably required by the First Cook.

Successfully Demonstrated by:

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

I have read and understood 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

FAMILY WHĀNAU WHĀNUI

Celebration of family

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 professional manner which is concise and non judgemental.

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.

Team Work

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. Makes timely decisions and commits to clear courses of action. Able to accept critical direction in a positive manner.

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 finds appropriate solutions to relevant problems.

Agreed by:

_____ (Job holder's signature)

_____ (Facility Manager's signature)

_____ Date