

POSITION DESCRIPTION

Title:	First Cook (Enliven)
Division/Department:	Enliven
Company:	Presbyterian Support Southland
Reports to:	<ul style="list-style-type: none"> • Manager of Care Home • Food Service Manager
Direct Reports:	All Kitchen Staff
Significant Working Relationships:	<ul style="list-style-type: none"> • Quality Manager • Facility Managers • Facility Administrators • Cultural Advisor • Kaumātua (Kaumātua) and their whānau (family) • Health Care Assistants • Other site staff

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 manage the overall operation of food services in the Home, to ensure an excellent service is delivered, and being responsible for effective management of the kitchen team, including the development of staff.

Position Purpose and Primary Objectives

Purpose

To manage the overall operation of food services in the Home, to ensure an excellent service is delivered, and being responsible for effective management of the kitchen team, including the development of staff.

Primary Objectives

- Ensure Kaumātua receive an excellent food service experience through providing optimum customer service and maintaining high quality standards.
- Kitchen staffed effectively by a quality, service-driven team who demonstrate good work ethics.
- Provide strong leadership to the kitchen team.
- Kitchen and food services are performing within set budgets and running efficiently.
- Administrative responsibilities are completed accurately and in a timely manner.
- To ensure internal and industry standards for food safety and hygiene are met by the kitchen and food service on a day-to-day basis.
- To ensure that internal and industry standards for work methods and health and safety standards are used in the delivery of food services, and that all relevant legislative controls or requirements are met.
- Ensure compliance with all Presbyterian Support Southland/Enliven policies.
- Perform in accordance with the Health and Safety at Work Act 2015.
- Establish relationships with members of the kitchen team to assist in identifying areas for personal/professional development.
- 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 Manager.

Person Specification

Qualifications and Education

- 170 or alternative
- Food Handling Certificate NZ / Food Hygiene Certificate NZ, or HACCP Qualifications.
- Level 4 Cookery NZQA or similar qualifications.

Experience, Knowledge, and Skills

- 2 or more years' experience working in a similar role.
- Good interpersonal and communication skills both written and verbal.
- Excellent organisational, time management and planning skills

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

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:

A. Contribute to an outstanding food service experience for all Residents (Kaumātua)

- Recognising Kaumātua as being the kitchen's core customer and ensuring the Home's food service reflects this.
- Acting as a Customer Service Champion, setting clear examples for kitchen staff.
- Recognising and encouraging excellence in customer service by members of the kitchen team.
- Overseeing and ensuring that standards for raw and finished product quality, timeliness and quality of service, and cleanliness and sanitation are maintained by all kitchen staff.
- Planning and organising food service requirements and menus sufficiently ahead to ensure food service is timely, prompt, and to a high standard at all times.
- Ensuring that set menus, budgets and quality standards are followed.
- Ensuring all kitchen staff are economical with use of supplies/stock and working effectively to minimise waste.
- Providing specialist dietary requirements as necessary to meet the needs of individual Kaumātua.
- Effective in planning and prioritising own workload and assisting others or seeking assistance to ensure food service runs smoothly.
- Identifying areas where service may be improved and taking steps to implement these, ensuring liaison with the Manager and/or Food Service Manager where more significant improvements/developments are proposed.
- Wherever possible ensuring that any complaints or problems are dealt with promptly and appropriately, and in such a way that Kaumātua or other customers are satisfied with the outcome.
- Kaumātua surveys conducted by management from time to time provide predominantly positive feedback.
- Developing own knowledge of the Home, including its services and layout, and ensuring staff also have reasonable knowledge to assist Kaumātua and visitors as necessary.

B. Effective leadership and management of staff

- Adopting hands on focus to management of the kitchen and overall food service, ensuring that staff are led by example.
- Participating actively in Food Control Plan and ensuring a good personal working knowledge of government regulations and Presbyterian Support Southland/Enliven policies relating to food safety and sanitation.
- Ensuring appropriate induction and training processes are followed for all new and existing staff.
- Assisting with or managing the recruitment of new staff to meet the kitchen's personnel needs as may be required.
- Developing appropriate staffing rosters and scheduling of production plans, and effectively communicating daily workloads/responsibilities to staff.
- Leading and monitoring the on-going professional development of the kitchen team, ensuring that opportunities are explored and optimised to increase the skill level of the team.
- Overseeing and reviewing performance of team members based on defined performance goals and objectives in a regular and timely manner.
- Liaising closely with management regarding any performance management or disciplinary matters that may arise, and ensuring necessary procedures are followed at all times.
- Holding regular meetings with management to communicate important information relating to the operation of the kitchen and the Home's food services.
- Providing regular feedback to the Manager regarding all aspects of the kitchen and food services operation.

C. Ensure the effective management of food service and kitchen budgets

- Monitoring and developing kitchen and food service performance on a daily basis.
- Ensuring that standards for raw and finished product quality, timeliness and quality of service, and cleanliness and sanitation are maintained.
- Liaising with the Food Service Manager regarding the kitchen's budgetary performance and discussing opportunities to make improvements.
- Ensuring rostering is planned to ensure optimum service quality and that staff are moved between positions as necessary to meet service fluctuations or other work demands.
- Monitoring and controlling inventory to maintain an appropriate level of stock onsite, and being responsible for ensuring ordering of stock occurs accurately and in a timely manner.
- Economical with use of supplies/stock.
- Implementing new products and procedures to improve service to and staff efficiency.
- Ensuring appropriate records are maintained for safety purposes.
- Ensuring all documentation relating to staff is recorded on the correct employee files and are kept secure.
- Ensuring all daily, weekly, and monthly paperwork is completed accurately and on time.

D. Kitchen and food service hygiene, health and safety

- Ensuring all food safety and sanitation requirements and practices are undertaken to maintain the highest level of compliance with appropriate government regulations and Presbyterian Support Southland/Enliven Policies. These include:
 - Operating Procedures.
 - Food Safety Plan
 - Infection Control
 - Occupational Safety and Health controls and standard
 - Ministry of Health Contract requirements
 - Active participation in Hazard Analysis Critical Control Point (HACCP) system
 - Meeting the requirements of Presbyterian Support Southland/Enliven's 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).
- Ensuring safety and security procedures are followed to maintain a safe environment for kaumātua 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 kaumātua and staff.
- Ensuring staff receive training in respect of any changes in procedure or policies relating to food safety and hygiene matters.
- Ensuring all plant and equipment is kept in good, safe working order.
- Ensuring any maintenance requirements, upgrading of equipment or other such matters are notified to management.
- Providing a safe and orderly environment that meets Presbyterian Support Southland/Enliven contract obligations with the Ministry of Health.
- Taking responsibility for personal health and safety.
- Ensuring self and staff maintain a high standard of personal hygiene, e.g.:
 - 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.
 - Uniforms are not worn to work.

E. Compliance with all Presbyterian Support Southland/Enliven policies

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

F. Health and safety	
<ul style="list-style-type: none"> • To understand and meet your personal obligations under the Health & 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 & 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 & Safety policies and procedures implemented by the Company. 	
G. Establishes effective relationships within the team, and the wider home	
<ul style="list-style-type: none"> • 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. • Working to develop effective relationships with others in the Home in order to provide the best service possible to Kaumātua and Whānau. 	
H. Professional communication	
<ul style="list-style-type: none"> • Promoting open communication amongst all staff at all times. • Expressing and presenting information clearly both in writing and orally. • All conversations with Kaumātua and Whānau 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 warm and friendly way. • Polite and professional manner when speaking with all colleagues. 	
I. Other duties	
<ul style="list-style-type: none"> • Representing Presbyterian Support Southland/Enliven in polite and professional manner at all times. • Completing any other tasks, or responsibilities reasonable delegated or assigned by the Manager or Food Service Manager. 	

Expectations of all PSS employees	
Communications / Interpersonal relationships	<ul style="list-style-type: none"> • Positive and collegial relationships are developed and maintained. • Verbal and written communication is at a high standard, relevant and appropriate to the audience.
Performance development and learning	<ul style="list-style-type: none"> • Active engagement with personal development review process. • Personal and professional development goals and objectives are established. • Be responsible for own ongoing education and skills required in designated role.
Continuous improvement	<ul style="list-style-type: none"> • Make recommendations for improvement to services, work practices and / or workflow.
Health and Safety <i>PSS is committed to achieving the highest level of health and safety for its kaimahi and everyone has</i>	<ul style="list-style-type: none"> • All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation. • You are expected to work safely and to actively participate in health and safety programmes in your work area.

<i>health and safety responsibilities.</i>	<ul style="list-style-type: none"> • All accidents or potential hazards must be reported to your direct line manager
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSS is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> • 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.

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