



HERITAGE LIFECARE®

# Position Description

## Kitchen Hand

### Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our facilities.

Our employees are united in our common purpose and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients.

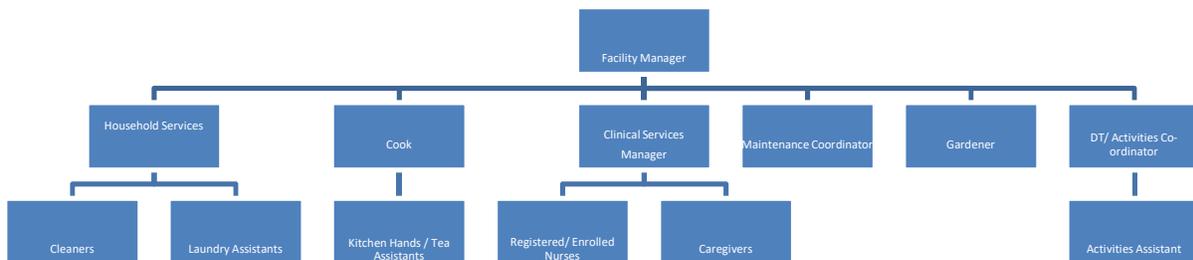
### Position Overview:

To assist in the provision of a nutritious and timely food service to residents which meets all food hygiene regulations.

**Reports to:** Facility Manager

**Functional Relationships:** Facility Manager  
All facility staff  
Residents

### Generic Team Structure:



## Key Accountabilities:

Key Tasks:	Performance Standards:
1. To follow policies and procedures of the facility in all matters	Is familiar with the main manuals and aware of the information in them Uses correct procedures as outlined in the manuals Is familiar with the Code of Conduct
2. To perform the duties as set in the duty description and according to standard policies and procedures for the facility	Ensures daily work schedule is completed Performs extra necessary duties as directed by management
3. To maintain the highest standards possible in the food service	Ensures cleanliness of all equipment and work areas Completes all cleaning schedules as directed Sets up trolleys/tables etc and assists with serving residents when required Ensures meals are a pleasant & dignified service for the residents Assists with food preparation as directed Maintains Food Safety Hygiene requirements according to procedures Communicates with other team members effectively to ensure the service operates smoothly
4. To be familiar with the Food Service Work Area Manual	Is familiar with all the information and policies and procedures in Kitchen
5. To report appropriately to the Cook / Facility Manager	Communicates any matters regarding the food service to the Cook/Facility Manager
6. To operate all equipment to manufacturer's / suppliers' instructions and report any malfunctions immediately	Follows instructions regarding any equipment or machinery Maintains equipment in a clean, safe and working condition Reports maintenance required on any equipment
7. To practice care and economy in the use of supplies, equipment and time	Care is taken to manage supplies economically Equipment is cared for to avoid unnecessary damage Work time is managed efficiently and effectively
8. To respect resident rights	Knocks on resident's door before entering Respects resident's privacy Treats residents with respect Shows respect for resident's belongings Respects confidentiality of residents Respects individual cultural and spiritual needs and values Ensures residents receive meals that are to their preference as far as able
9. To observe and report immediately any resident issues to the Registered Nurse	Resident concerns are reported to the Registered Nurse
10. To provide a safe caring environment for the residents and their families	Takes all precautions to ensure the safety of the residents Speaks in a caring manner to the residents Courteous and helpful to residents/relatives and visitors Contributes to a homelike environment
11. To be familiar with emergency procedures	Attends compulsory fire and emergency training sessions Fire procedures in the kitchen are known Civil defence procedures are known
12. To contribute to a healthy and safe working environment	Works in a safe manner Understands Hazard Register for the kitchen area

	<p>Manages equipment in a safe manner Ensures equipment is in safe working order &amp; faulty equipment is reported</p> <p>Uses all chemicals safely</p> <p>Reports any hazards and works towards eliminating, isolating or minimising them</p> <p>Work areas are kept clean, safe and tidy</p> <p>Reports any work accidents / incidents and completes the required documentation</p>
13. To work effectively in a team environment	<p>Understands own role &amp; responsibilities within the team and those of other team members</p> <p>Offers assistance to other team members in a helpful manner</p> <p>Adapts routines to fit in with other members of the team</p> <p>Uses appropriate channels of communication</p> <p>Maintains a positive attitude</p>
14. To be knowledgeable on Infection Control matters pertaining to your position	<p>Handwashing procedures are known and practised</p> <p>Protective clothing is worn as appropriate</p> <p>Correct procedures are followed for managing food wastes</p>
15. To take responsibility for your own education requirements	<p>Seeks to update knowledge &amp; skills by attending in-service sessions relating to job</p> <p>Attends compulsory education sessions</p> <p>Signs the attendance record</p> <p>Maintains an up to date personal in-service record</p> <p>Participates in external study programmes as directed</p> <p>Seeks guidance from senior staff when appropriate</p> <p>Participates in annual job interview/appraisal</p>
16. To contribute to the Quality Improvement Programme of the facility	<p>Understands the Quality system of the facility.</p> <p>Shows a commitment to improving the quality of the service</p> <p>Informs the Facility Manager regarding any change in procedure required &amp; or development of new procedure</p> <p>Contributes to audit &amp; monitoring of services</p> <p>Keeps up to date with current communications</p> <p>Contributes to the Continuous Quality Programme as required</p>
17. To maintain a professional appearance and attitude of responsibility, loyalty and discretion	<p>Uniform is clean and tidy</p> <p>Appearance is professional according to Uniform Policy</p> <p>Ensures that the facilities property is treated with care and used only for the purpose intended</p> <p>Demonstrates punctuality and reliability at all times</p> <p>Demonstrates a positive work ethic</p> <p>Demonstrates a positive attitude towards guidance and correction</p> <p>Works well without supervision</p> <p>Performs tasks thoroughly to an appropriate standard and skill level</p> <p>Respects and adheres to the confidential Policy of Heritage Lifecare</p>
18. To attend meetings when appropriate	<p>Attends appropriate meetings or keeps up to date with minutes etc.</p> <p>Actively participates in meetings</p>

## Financial Authority

Nil

## Core Competencies

<b>Customer Service</b>	Core Competencies	Solution focused	Seeks to understand the challenge in order to provide or create a workable solution for all parties. Lives in the moment and aims to provide an immediate solution. Ensures the underlying problem is highlighted with the appropriate person in order for the challenge to be managed therefore resolved in the future.
		Resilience	Maintains professional demeanour and deals effectively with pressured and difficult times. Maintains focus and intensity and remains optimistic and persistent, even under adversity. Recovers quickly from and responds constructively to setbacks. Accepts constructive feedback with an open and professional manor
		Builds rapport quickly	Builds a mutually trusting and understanding to ensure all parties involved have the other's best interests in mind. Identifies key stakeholders and seeks to build rapport effectively and efficiently to enable continued care and support is provided and business outcomes are met.
	Differentiating Competencies	Adaptability	Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
		Authentic	Undertakes work and develops relationships with a competent, credible and reliable approach. Will raise any concerns had in a professional manner and acts in alignment of promises and commitments. Undertakes courageous conversations at the appropriate time and in a professional manner to ensure authenticity is maintained.
		Holistic view	Undertakes all aspects of work by considering the components of not only the actions or process being undertaken there and then but understands and considers all areas to ensure a full view of the workplace / process / situation is considered and understood.
<b>Site Services</b>	Core Competencies	Sound decision making	Recognises problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.
		High work standards	Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
		Customer focus	Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.
	Differentiating Competencies	Continuous improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, improve quality and customers offering.
		Business development mind-set	Identifies opportunities to expand and develop the business offering by having an understanding of the process of the business, the direction it is heading and the needs of the customer.

*The intent of this position description and person specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.*