

## POSITION DESCRIPTION

|                                      |                                                                          |
|--------------------------------------|--------------------------------------------------------------------------|
| <b>Position Title</b>                | <b>Trade Cook</b>                                                        |
| <b>Reports to (Title)</b>            | <b>Chef/Supervisor</b>                                                   |
| <b>Group Director/ Chief</b>         | <b>Director of Support Services</b>                                      |
| <b>Department</b>                    | <b>Food Services</b>                                                     |
| <b>Position Location</b>             | <b>All Sites</b>                                                         |
| <b>Award/Agreement</b>               | <b>Salary &amp; Conditions in accordance with Contract of Employment</b> |
| <b>Delegation of Authority Level</b> |                                                                          |

### Position Summary & Role Purpose

The Trade Cook is responsible for the accurate and timely coordination of patient/resident menus, assisting in the preparation, service, delivery and collection of all food and beverages within the framework of the Missions, Values and Vision of Cabrini Health. The role will also include delivery to room and dining room service, tray and beverage service.

### Key Result Areas

#### 1. Key Responsibilities, Outcomes and Activities

##### 1.1 Leadership and Management

- Informs Chef/ Supervisor of any requests that require particular attention, purchase of any special foods or will require unexpected variations in ordering patterns.
- Works efficiently and collaboratively with ensuring partnerships and cooperation.
- Promotes effective communication of information between patient/residents and staff to ensure optimal, quality service provision.
- Maintains a good working relationship with all staff and departments.
- Identifies and demonstrates a commitment to opportunities for continual improvement and undertakes such as appropriate.

##### 1.1 Operational Responsibilities

- Under the guidance of the Chef/ Supervisor in Charge ensures meals are prepared and delivered in accordance of their dietary code.
- Discusses, communicates and acts, as appropriate, to the needs of the patient/residents that they are servicing whilst on shift.
- Checks that patient/resident orders are appropriate against their assigned diet type and individual needs and orders items as requested.
- Reports feedback from patients regarding dietary issues to the Chef/ Supervisor.
- Interacts with all staff and patients in a manner that is consistent with values of Cabrini.
- Follows all policies and procedures set by the Chef/ Supervisor.
- Uses all equipment in a safe and efficient manner
- Reports any problems to the Chef/ Supervisor and assists with finding solutions and preventions in the future.
- Assists with developing effective partnerships with health professionals, staff to ensure optimal service provisions and a range of services, processes of care and patient outcomes

- Assists by demonstrating a commitment to participate in opportunities for continual improvements and undertakes as appropriate.
- Assists with meeting department Key Performance Indicators as relevant to the position.
- Assists by actively participating in department activities and other relevant duties as requested by the manager.
- Performs duties related to patient/patient/resident meal and beverage service, participates in the delivery services and collection of products throughout Cabrini Health.
- Performs duties in dishwashing and cleaning of all equipment used.
- Performs duties in general kitchen cleaning.
- Stores all produce on a rotating basis.
- Performs duties in compliance with the food safety plan.
- Performs duties as required across Cabrini sites, assuming direction from the senior service staff member on duty, and follows relevant duty lists.
- Shares own knowledge and skills within the organisation

### **1.3 Resource Management**

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter
- Ensures that information on patient meal requirements is accurate and complete at the time of each meal service
- Maintains up to date information on patient admissions, discharges, bed changes, and changes in eating status and menu related patient needs.
- Prioritises work to ensure menus are completed by required deadlines prior to each meal service and that other tasks are completed in a timely fashion.
- Attends work in accordance with the roster.
- Performs all tasks with a minimum of waste.

### **1.4 Contributes to the achievement of professional expertise for self and direct reports through:**

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini performance management framework

## **2. Work Health and Safety**

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

### **3. Safety and Quality**

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

### **4. Child Safety**

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

#### **Organisational Relationships**

- Reports directly to the Chef/ Supervisor
- Maintains a close collaborative relationship with the clinical staff on the ward
- Chef/ Supervisor reports to the Group Food Service Manager

#### **Committee Membership**

**The Trade Cook will participate as a member of the following committees:**

- Monthly Food Services staff meeting
- As directed by the Chef/ Supervisor

#### **Staff Development**

**The Trade Cook will demonstrate a commitment to personal and professional development of self and staff by:**

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating in performance reviews in accordance with Cabrini policy

## Key Competencies

The Trade Cook must demonstrate the following requirements:

### **ESSENTIAL**

#### **Educational/Vocational**

- Mandatory Training as determined by Cabrini Health

#### **Registration**

- Police check – covering 'Vulnerable person's' category
- Responsible service of Alcohol

#### **Experience**

- Customer Services experience
- Experience in hospitality within a health care setting
- Experience in hospitality within a hospitality setting

#### **Knowledge**

- Customer Service
- Food Safety
- Working in Teams
- Aged Care legislation and Quality Standards

## Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

## Cabrini Mission, Values and Behaviours that Matter

### **Our mission**

#### **WHO WE ARE**

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

#### **WHAT WE BELIEVE**

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

#### **WHAT WE DO**

We provide excellence in all of our services and work to identify and meet unmet need.

### **Our values**

***Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.***

#### **Compassion**

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

#### **Integrity**

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable

- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our Patient/residents, patient/residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

### **Courage**

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

### **Respect**

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

## **Behaviours that matter**

***Our values are displayed in the way in which we behave in every interaction – with each other, with our Patient/residents and patient/residents, with their families and carers, and with visitors and other customers.***

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

### **We are committed to safety and quality:**

| <b>Behaviours that matter</b>                                          | <b>Unacceptable behaviours</b>                                                                                  |
|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| We put patient/resident safety first                                   | We are careless, impulsive or take unnecessary risks that may cause harm to Patient/residents/patient/residents |
| We ask questions to understand the problem                             | We jump to conclusions and look for someone to blame                                                            |
| We admit when we make a mistake and seek a solution                    | We try to cover up or make excuses for mistakes                                                                 |
| We look for opportunities to improve our care and services             | We resist or sabotage change                                                                                    |
| We speak up when we see behaviour that is inconsistent with our values | We encourage or participate in poor behaviour                                                                   |

**We are here to provide service:**

| Behaviours that matter                                    | Unacceptable behaviours                    |
|-----------------------------------------------------------|--------------------------------------------|
| We greet everyone warmly                                  | We are rude or discourteous                |
| We are always kind and caring                             | We are arrogant or demeaning               |
| We give our full attention to the person speaking to us   | We are distracted, impatient or dismissive |
| We communicate openly, sensitively and in a timely manner | We are dominating, abrupt or sarcastic     |

**We work together to achieve the best outcome:**

| Behaviours that matter                                             | Unacceptable behaviours                                               |
|--------------------------------------------------------------------|-----------------------------------------------------------------------|
| We are quick to offer help without waiting to be asked             | We refuse to help even when it is clearly required                    |
| We share information readily to promote the best care and services | We withhold information or are competitive to the detriment of others |
| We do as we say we will                                            | We are unreliable or inconsistent                                     |
| We encourage and support each other                                | We berate or humiliate others                                         |
| We give praise for a job well done                                 | We are excessively critical or devalue the contributions of others    |

**We exhibit a positive attitude:**

| Behaviours that matter                         | Unacceptable behaviours                                     |
|------------------------------------------------|-------------------------------------------------------------|
| We approach our day with energy and enthusiasm | We are negative or apathetic                                |
| We look for the best in people                 | We are judgemental and put others down                      |
| We take pride in our personal appearance       | We look dishevelled, dirty or have offensive personal odour |

**We want to build a just and sustainable community:**

| Behaviours that matter                            | Unacceptable behaviours           |
|---------------------------------------------------|-----------------------------------|
| We treat each other fairly                        | We are hostile or abuse our power |
| We use our resources responsibly                  | We are wasteful or extravagant    |
| We consider the environmental impact of all we do | We are thoughtless or careless    |

**APPROVAL**

*The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.*

**I certify that this position description is an accurate description of the responsibilities assigned to the role**

**Authorised:**



**Director of Support Services**

03/10/2022

**Date**