

JOB DESCRIPTION & SELECTION CRITERIA

Food Services Attendant

Location

Bentley Park

Reporting To

Hospitality Supervisor
Head chef/2nd Chef

Direct Reporting Staff

Nil

Award / Agreement

Aged Care Award 2010

Normal Hours

As per rostered hours

Legal Requirements

Health Act 1911 (Food Standards)
Health (Food Hygiene) Regulations 1993
Aged Care Act 1997
Aged Care Principles 1997
Occupational Safety & Health Act 1984
Occupational Safety & Health Regulations 1996

Position Objective

The Food Service Attendant works closely with the Senior Food Service Attendant, the Head Chef, Hospitality and Care Centre management and staff to ensure the meal services provided within the Care Centres are of a sufficiently high standard that will enhance the resident's way of life and the staff's working environment.

Key Responsibilities

- Responsive and sensitive to residents and customer information, their needs and requirements.
- Assists in the storage, retrieval and preparation of food for residents as required at the service kitchen level.
- Assists to maintain adequate supplies of beverages, food stuffs, crockery, cutlery, glassware and consumables in service kitchens at all times.
- Performs & completes general kitchen & dining room cleaning duties.
- Ensures food/meals and equipment temperatures are measured and recorded in accordance with food safety regulations and procedures.
- Observes high standards of personal and operational hygiene.
- Performs general cleaning of service kitchen & dining room, equipment and fittings in accordance with the Cleaning Schedule & its procedures.
- Performs dishwashing duties as required.
- Assists to ensure all resident dietary information/changes is/are kept updated on the resident records maintained in each service kitchen.
- Participates in staff development programmes and in-service education.
- Participates in quality assurance activities as required.

Date: October 2005.

Review: October 2009

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- Participates in Performance Management System.
- Performs other duties as directed by the Food Services Supervisor, Senior Food Service Attendant, and/or the Head Chef.

Occupational Health & Safety

- Accepts responsibility for own occupational health and safety requirements.
- Attends annual compulsory education
- Utilises Universal Precautions at all times.
- Reports all accidents and completes an Accident/Incident form.
- Identifies and reports any practice / equipment which may reduce safety for staff or residents.
- Works in a safe manner, considering own safety and that of other staff members, residents and visitors to SwanCare Group.
- Ensures equipment that is broken and may present an injury risk to staff and residents is removed from the work area and a request is submitted to the appropriate Manager.
- Conducts safety audits when requested to do so.

Corporate Values

- Actively promotes & develops the corporate values of the organisation.
 - Reliable
 - Enthusiastic
 - Supportive
 - Professional
 - Ethical
 - Compassionate
 - Team Focused
- Ensures that appropriate systems are in place to monitor customer satisfaction throughout all financial services delivered by the organisation.

Professional Development

- Maintains and develops professional knowledge and skills.
- Actively participates in SwanCare Group committees as requested.
- Sets goals for personal and professional growth and revises them annually.
- Acts in accordance with:
 - Occupational Safety & Health Legislation, Standards and Codes of Practice; Australian Standards and other relevant information.
 - Infection Control Standards and Health Department Guidelines.
 - SwanCare Policies, Procedures and Guidelines.
 - The Aged Care Legislation and Principals.
 - SwanCare Delegations Authority.

Performs other duties as directed

SELECTION CRITERIA

Food Services Attendant

Essential Criteria

- Good written and verbal communication skills.
- Competent in time management and organisational skills.
- Ability to perform under pressure.
- Commitment to teamwork.
- Commitment to exceeding customer satisfaction through excellent customer service.
- Flexibility with working hours.
- National Police Certificate.

Desirable Criteria

- Negotiation and conflict resolution skills.

Prepared By

Name: *Human Resources*

Accepted and Agreed by

Employee

Signature:

Date:
