



*Presbyterian Support*  
Southland



## 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:** First Cook
- Responsible to:** Manager of the Home
- Responsible for:** All Kitchen Staff.
- 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.
- Key Qualifications and Experience:**
- NZQA Unit standards 167 Practice food safety methods in a food business and 168 Demonstrate knowledge of food contamination hazards, and control methods used in a food establishment
  - 2+ years experience in a similar environment
- Hours:** Rostered Duties

## Key Tasks

---

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

---

**Performance Expectations:**

- (a) 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 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 Residents.
- Effective in planning and prioritising own work load, 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 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 Residents or other customers are satisfied with the outcome.
- Resident 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 Residents and visitors as necessary.

---

### 2.0 Effective leadership and management of staff

---

**Performance Expectations:**

- (a) Kitchen staffed effectively by a quality, service-driven team who demonstrate good work ethics.
- (b) Provide strong leadership to the kitchen team.

**Successfully Demonstrated by:**

- Adopting hands on focus to management of the kitchen and overall food service, ensuring that staff are led by example.

- Participating actively in Hazard Analysis Critical Control Point (HACCP) system, 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 work loads/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.

---

### **3.0 Ensure the effective management of food service and kitchen budgets**

---

#### **Performance Expectations:**

- (a) Kitchen and food services are performing within set budgets and running efficiently.
- (b) Administrative responsibilities are completed accurately and in a timely manner.

#### **Successfully Demonstrated by:**

- 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 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 Residents and staff efficiency.
- Liaising with payroll staff where necessary regarding the payment of the kitchen's payroll and advising of any benefits, leave, etc. in a timely manner.
- 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.

---

## **4.0 Kitchen and food service hygiene, health and safety**

---

### **Performance Expectations:**

- (a) 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.
- (b) 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.

### **Successfully Demonstrated by:**

- 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 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.
- Ensuring staff receive regular 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, and then taking responsibility for actioning these once approved.
- 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.
- Ensuring self and staff maintain 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.

---

## **5.0 Compliance with all Presbyterian Support Southland/Enliven policies**

---

### **Performance Expectations:**

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

**Successfully Demonstrated by:**

- Possessing knowledge of and complying with all Presbyterian Support Southland/Enliven policies, including house rules, aims and values.
- Conducting regular reviews of policies regarding food safety and hygiene, health and safety, and other areas relevant to the kitchen, updating kitchen policies and manuals as necessary, and keeping management informed of such changes.
- Being aware of own limitations and when requiring assistance/support, asks for help.

---

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

---

**Performance Expectations:**

- (a) Establish relationships with 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 Home.

**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.
- Working to develop effective relationships with others in the Home in order to provide the best service possible to Residents and visitors.

---

**8.0 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.
- Expressing and presenting information clearly both in writing and orally
- 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/Eliven, or Residents in any public place.
- Answering phone in warm and friendly way.
- Polite and professional manner when speaking with all colleagues.

---

**9.0 Other duties**

---

**Performance Expectations:**

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

**Successfully Demonstrated by:**

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

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 credible way that holds the audiences 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.

#### **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. 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