



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: Kitchen Hand (Team Member)

Responsible to: First Cook

Purpose: To provide quality kitchen and food services in the facility, to help ensure an excellent service is delivered, providing effective assistance to other kitchen staff as required.

Key Qualifications and Experience:

- 167, 168 Food Hygiene Standards
- Previous kitchen experience

Hours: Rostered Duties

Key Tasks

1.0 Contribute to an outstanding food service experience for all Residents

Performance Expectations:

- (a) Work to ensure residents receive an excellent food service experience through providing optimum customer service and maintaining high quality standards.

Successfully Demonstrated by:

- Recognises Residents as being the kitchen's core customer, and help to ensure the Home's food service reflects this.
- Carries out all food preparation, serving and kitchen cleaning tasks as directed by the First Cook (or in their absence, the Relieving Cook).
- Demonstrates a sound understanding of safe food handling to meet Food Hygiene Regulations 1974.
- Continues to develop skill in preparation of food in accordance with menus, while ensuring quality standards are followed.
- Develops understanding of specialist dietary requirements and assists with preparation as required.
- Works to meet and maintain standards for raw and finished product quality, timeliness and quality of service, and cleanliness and sanitation.
- Assists other kitchen staff as required.
- Economical with use of supplies/stock, working effectively to minimise waste.
- Works with senior kitchen staff to plan and prioritise work load, and assists others or seeks assistance to help ensure food service runs smoothly.
- Continuously looks for areas where service may be improved, discussing these with First Cook.
- Refers any complaints or problems to the First Cook to ensure these are dealt with promptly and appropriately.
- Resident surveys conducted by management from time to time provide predominantly positive feedback.
- Develops own knowledge of the facility, including its services and layout, to assist Residents and visitors as necessary.

2.0 Kitchen and food service hygiene, health and safety

Performance Expectations:

- (a) To help provide a safe and hygienic service which meets all quality standards required of a kitchen environment.

Successfully Demonstrated by:

- Learns and ensures that personally undertakes and meets all food safety and sanitation requirements and practices to comply with government regulations and Presbyterian Support Southland/Enliven policies. These include:
 - Operating Procedures
 - Food Safety Plan
 - Infection Control
 - Occupational Safety and Health controls and standards
 - Ministry of Health agreement requirements

- Active participation in Hazard Analysis Critical Control Point (HACCP) system;
- Meeting the requirements of Presbyterian Support Southland/Enliven Health & Safety Policy, as set out in the *Health and Safety in Employment Act 1992* (Particular reference to *Section 19 – Duties of Employees* is required).
- Keeps up to date with and ensures 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.
- Advises First Cook of any maintenance requirements or other such matters, and helps to ensure all plant and equipment is kept in good, safe working order.
- Contributes to providing a safe and orderly environment for Residents that meets Presbyterian Support Southland/Enliven’s contract obligations with the Ministry of Health.
- Takes responsibility for personal health and safety.
- Maintains a high standard of personal hygiene, for example:
 - 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.

3.0 Compliance with All Presbyterian Support Southland/Enliven policies

Performance Expectations:

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

Successfully Demonstrated by:

- Develops and maintains knowledge of and complies with all Presbyterian Support Southland/Enliven policies, including facility rules, aims, and values.
- Is aware of own limitations and when requires assistance/support, asks for help.

4.0 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

5.0 Establishes effective relationships within the team, and the wider Home

Performance Expectations:

- (a) Establish relationships with other members of the kitchen team to assist in identifying areas for personal/professional development.
- (b) Utilises opportunities for personal/professional development.
- (c) Establish effective relationships with others in the facility.

Successfully Demonstrated by:

- Shares and supports others in attainment of team goals.
- Able to establish and maintain relationships with people at all levels, puts others at ease.
- Identifies areas of learning and possesses willingness to further opportunities for education and development.
- Participates in staff training and education.
- Works to develop effective relationships with others in the facility in order to provide the best service possible to residents and visitors.

6.0 Professional communication

Performance Expectations:

- (a) Ensure that all communication both verbal and written is professional, open and honest.

Successfully Demonstrated by:

- Promotes open communication amongst all staff at all times.
- Able to express and present information clearly both in writing and orally
- All conversations with Residents and visitors are to be in a polite, friendly manner.
- Maintains confidentiality – does not discuss matters relating to staff, Presbyterian Support Southland/Enliven, or Residents in any public place.
- Answers phone in warm and friendly way, with the facility name and your name.
- Polite and professional manner when speaking with all colleagues.

7.0 Other duties

Performance Expectations:

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

Successfully Demonstrated by:

- Represent Presbyterian Support Southland/Enliven in polite and professional manner at all times.
- Complete any other tasks, or responsibilities reasonably delegated or assigned by the First Cook.

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 co-operative, respectful manner with colleagues, clients and wider community.

Self Determination

Maintains a high level of drive with a positive attitude and enthusiasm towards hard work and meeting challenges.

Team Work

Works 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