



**GOODWIN**  
THE BETTER LIFE CHOICE

## POSITION DESCRIPTION

### CATERING

#### About Goodwin

Goodwin Aged Care Services has a strong vision, mission and set of values for the delivery of high quality accommodation and care support to older people. We deliver this service at three residential aged care facilities at Ainslie, Farrer, and Monash; through a community program supporting people in their own home; and by ensuring our residents in independent self-care units enjoy a high quality of life.

#### Role (Purpose of Position)

- Goodwin employs Catering Employees to deliver catering services to Goodwin residents.
- Catering employees are part of a team who perform tasks to ensure residents receive services and support to maintain a safe, dignified, high quality of life.

Catering employees are known as "Multi-skilled" and may work across care and support streams including care, activities, catering, catering or laundry. Catering employees may work in any and all streams. Catering employees work at a designated residential aged care facility, but may be relocated to another facility as organisational and resident needs change.

#### Responsibilities (Major Accountabilities)

The role will have responsibility in the following areas:

1. Provide quality catering services in the dining room and kitchen areas
2. Clean and maintain all kitchen and dining areas as per scheduled task logs and hygiene standards under HACCP requirements
3. Ensure all allocated work tasks are completed through effective prioritisation
4. Ensure the quality of services delivered to residents meets set standards
5. Ensure incidents/events are reported to Management
6. Adhere to infection control processes
7. Comply with legislation and Goodwin policy/procedures and practices
8. Maintain Goodwin's culture of continuous improvement in the delivery of services
9. Contribute to improving the overall support operations delivered by Goodwin.
10. Maintain and promote Goodwin's reputation as a quality aged care provider.
11. Maintain the customer service culture and present professionally to all people.

#### Reporting

- Catering employees work under the direction and report to the Head Chef or Cook
- Catering employees work also under the direction of the Manager, Hotel Services

#### Selection Criteria

Essential Skills and Qualifications

1. Experience in the delivery of kitchen hand services
2. Experience in dining room duties



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3. Understanding of the use and application of chemicals
4. Understanding and compliance with hygiene standards as per HACCP
5. Experience in achieving outcomes and skill development
6. Sound level skills in office systems, procedures, documentation and record keeping
7. Ability to work with limited supervision
8. Strong interpersonal skills and ability to communicate with a range of stakeholders.

### Desirable Skills and Qualifications

1. Certificate III or IV in Aged Care or Community Care or Catering
2. HACCP qualifications

### Other Attributes

1. Works well individually and as a team member building solid relationships
2. Adapts to changing environments and demands
3. Enthusiastic, energetic, projects a positive image and commitment
4. Good attention to detail, efficiency and effectiveness
5. Maintain good spirits even in adversity, possess stamina and robustness
6. Flexibility in work and thought processes to be able to multi task on a variety of diverse work types at the same time.

### Position Approval

This position is an approved position at Goodwin Level One

CEO Signature

Date 21 / 7 / 2011