

| 1. POSITION IDENTIFICATION |   |
|----------------------------|---|
| <b>Title</b>               | Catering Assistant  |
| <b>Functional Area</b>     | Operations  |
| <b>Reports to</b>          | Catering Manager  |
| <b>Terms of Employment</b> | In accordance with the Emmy Monash Nurses/Health & Allied Enterprise Agreement and any successor agreements |

| 2. POSITION OBJECTIVE  |
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| As part of the Catering team, the Catering Assistant is responsible for delivering a quality catering service to our residents, family members and staff on a daily basis. |

| 3. ROLE RESPONSIBILITIES  |  |
|---|--|
| Key Result Area   | Performance Indicators   |
| Serve tea and coffee to residents   | Tea and coffee is served on time, in a friendly manner                           |
| Maintain clean and tidy dining/kitchen areas <ul style="list-style-type: none"> <li>Setup, and clean tables and surrounds</li> <li>Sweep and mop floors</li> <li>Clean and sanitizes equipment</li> </ul> | Clean and tidy dining/kitchen areas  |
| Replenish supplies and stock in staff rooms and serveries   | Supplies and stock levels are adequate for service                               |
| Prepares and presents food in dining area and in hot boxes to comply with standards outlined in Food Safety Plan and Kosher standards   | Food portions and presentation comply with Food Safety Plan and Kosher standards |
| Wash dishes and equipment; maintains clean work benches and ensures equipment is stored appropriately and easy to access  | Dishes are clean and packed away after each shift                                |
| Comply with dietary restrictions and modified diets of residents ; record temperatures of food  | Compliance with Food Safety Plan   |
| Other kitchen and service duties within capabilities as required by Chef/Cook or Manager  | Complies with lawful and reasonable directions by Chef/Cook or Manager           |

| 3. GENERAL RESPONSIBILITIES   |  |
|---|--|
| Conduct   |  |
| Key Result Area   | Performance Indicators   |
| Role model professional behaviors at all time in adherence with Emmy Monash values, policies and procedures | Compliance with Employee Code of Conduct   |
| Maintain privacy and confidentiality in relation to personal and health information of staff and clients    | Compliance with organisational procedures in relation to privacy and confidentiality |
| Promote Emmy in a positive manner   | Maintain a positive and professional manner at all times                             |
| Ability to work in a team environment, displaying respect and support to work colleagues                    | Is regarded as a valued contributor to the Emmy team                                 |
| Attend training as required by Emmy Monash  | 100% Mandatory Training attendance   |
| Quality / Continuous Improvement  |  |
| Key Result Area   | Performance Indicators   |

|   |   |
|---|---|
| Proactively make suggestions to improve the quality of the catering service | Actively makes suggestions to management about ways catering service can be improved                                |
| Ensure the service of meals complies with Kashrut principles                | Kashrut principles are observed and directions given by Moshgya observed  |
| Maintain high personal presentation and hygiene standards                   | Uniform must be clean, ironed and in good condition of repair and food safety principles complied with at all times |

| <b>Team Work</b>   |   |
|--|---|
| Key Result Area  | Performance Indicators  |
| Communicates effectively with team members, receiving and relaying information as required | Team operates effectively to deliver a good service to residents, family members and key stakeholders |
| Works effectively in the catering team and with other Emmy Monash colleagues               | Good working relationships with Emmy staff  |
| Write simple correspondence as required  |   |

| <b>Customer Service</b>   |  |
|---|--|
| Key Result Area   | Performance Indicators   |
| High standard of customer service provided to staff, residents, family members and stakeholders in line with Kashrut principles | Good feedback from residents, family members and stakeholders  |
| Responds to customer requests, complaints and questions in a friendly and timely manner   | Trust and confidence, of colleagues, customers, is gained and maintained through competent performance |
|   | Customer complaints are dealt with satisfactorily or reported to the Catering Manager                  |

| <b>Work, Health &amp; Safety</b>  |   |
|---|---|
| Key Result Area   | Performance Indicators  |
| Compliance with Occupational Health and Safety Procedures   | Complies with OHS policies and procedures and follows safe food handling and infection control procedures |
| Ensures Personal Protective Equipment is worn where required                                      | Wears Personal Protective Equipment   |
| Attends compulsory emergency and safety training as required                                      | 100% attendance at compulsory training  |
| Reports all incidents, near misses and hazards  | Report all incidents and near misses immediately<br>Identify and report all hazards                       |
| Respond to emergency situation as directed and in accordance with the Emergency Procedures Manual | Respond to emergency situation as directed and in accordance with the Emergency Procedures Manual         |

| <b>4. KEY SELECTION CRITERIA</b>   |  |
|--|--|
| Essential  | Desirable                                    |
| Team player and able to work autonomously<br>Previous experience in customer service<br>Works effectively in a team<br>Good communication skills<br>Experience in a similar role<br>Hardworking and reliable<br>Physically fit | Previous experience in a kitchen environment |

**Appraisal: Prior to the conclusion of a 6 month probationary period, and then on an on-going basis, with a formal annual system of performance appraisal based on key performance indicators and performance objectives.**

**ACKNOWLEDGEMENT**

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

I have read, understood and accept the above position description

|                        |  |
|------------------------|--|
| Employee's Name:       |  |
| Signature:             |  |
| Date:                  |  |
| Direct Manager's Name: |  |
| Signature:             |  |
| Date:                  |  |