



POSITION DESCRIPTION

Position Title: Chef Manager

Job Purpose:

Responsible for the efficient management of the catering team, food services operations and the facility's kitchen. Meals must be well prepared, fresh and appealing. The Chef Manager ensures that residents receive a high-quality food service.

The Chef Manager complies with all legislation, the Edgarley Food Safety Plan, and ensures that allocated budgets are not exceeded.

The position reports to the CEO.

Organisational Values:

Staff are expected to work with the values in mind at all times

PEOPLE	Integrity, respect and humility
RESIDENTS	Empathy, care, respect, acknowledgement, cultural awareness and diversity
PERFORMANCE	Diligent, effective caring, quality
TEAMWORK	Purposeful, integrated, focused, united
CARE	Compassionate, inclusive, proactive, effective
COMMUNITY	To be judged in a positive light and relevant to the community

Privacy and Confidentiality:

It is vital that every member of staff maintain strict confidentiality of all matters relating to the residents and the facility.

1. Key Duties:Catering and Special Diets

- Compliance with all aspects of food preparation, cooking, presentation, and meal service. Meals must be prepared using Edgarley's approved recipes and be palatable and nutritious.
- All foods are handled according to the Edgarley Food Safety Plan and compliant with the Aged Care Accreditation Standards Nutrition and Hydration requirements.
- Ensure all meal components are of a suitable texture to suit individual residents.
- Ensure an appropriate size meal is served to each care recipient.
- Preparation of cultural/religious meals to meet individual needs of residents.
- Prepare special diets menus in accordance with dietician or DON guidelines (for e.g., diabetic, high/low protein, gluten free or coeliac).
- Prepare and account for kitchen snacks and meals, which are made available after kitchen hours.
- Be aware of the residents' food preferences and if not available, substitute suitable alternatives where possible.

- Prepare and present meals within a set timeframe to ensure freshness and food safety. Meals and components of the meals are served at the optimum temperature for consumption and according to the recipe method/instructions.
- Minimise food wastage.
- Ensure meal times are adhered to and that Catering Team members and personal care attendants deliver meals in an efficient manner.

2. Ordering, Delivery, Stock Control and Food Storage

- Responsible for ordering appropriate quantities of kitchen products/supplies through approved providers, and checking order upon receipt according to Product Receivable Guidelines.
- Liaise with the CEO regarding special purchase orders, for example, prior to ordering food/supplies for upcoming cultural events, for example, Australia Day, ANZAC Day, Melbourne Cup, Easter, Remembrance Day, Christmas and others.
- Receive, store and rotate food safely according to the Edgarley Food Safety Plan.

3. Team Management

- Direct and supervise catering employees in their duties, ensuring compliance with shift duty forms, outlined responsibilities, Edgarley Food Safety Plan, Human Resources policies, facility procedures and legislation.
- Ensure catering team's morale is kept at a high level at all times.
- Participation in new team member orientation/essential training
- Responsible for catering team's performance appraisal
- Inform the CEO of any issue requiring attention.
- Ensure the allocated budget for food, labour and disposables is adhered to.
- Use physical resources to maximum effect.

4. Communication

- Liaise with residents to check that the catering meets their needs. Respond to feedback, compliments and complaints in a timely and effective manner. Provide summary report to CEO.
- Chair various meetings and forums to discuss food services. Stakeholders are invited to meetings to participate in discussions, i.e. Stakeholders include management, residents, hospitality team and food service consultants.
- Chef Manager to seek clarification from management relating to any work activity or procedure that is unfamiliar or unknown to the Chef Manager.
- Ensure courteous communication with employees, residents and visitors.
- Report pest sightings/evidence of pest infestation immediately.
- Report any factors that indicate that a care recipient may be at risk of poor nutrition and/or hydration. All team must receive training to be aware of what those factors or signs are.

5. Teamwork

- Participate and contribute to effective teamwork through communication, organisation of activities, sharing of duties and adjusting and reviewing shift work flows to suit changes in daily operations.
- Ensure cleaning schedules are adhered to and reviewed regularly and that accurate records are maintained for quality.
- Participate in new employee/s and care recipient/s orientation activities.
- Support and act as a role model to all employees.

- Establish and maintain positive relationships with colleagues.

6. Staff Development

- Assist Catering team to access appropriate training to achieve their maximum capabilities.
- Appraise and facilitate the learning needs of the catering team.
- and evaluate the effectiveness of any delivered training
- Monitor the essential training required within Edgarley.
- Monitor all other training within the aged care residence.
- Encourage and participate in the training and development of all employees within the aged care residence.

7. Quality Standards

- All food to be prepared, cooked, served and stored in accordance with the Food safety Standards and Edgarley Food Safety Plan.
- Liaise with external auditors to get the Food Safety Annual Audit completed in December of each year.
- Keep the Edgarley Food Safety Plan up to date and timely distributed to the relevant bodies.
- Perform monthly audits
- Ensure a high standard of personal hygiene and be professionally attired in the chef uniform.
- Ensure the catering team follows a high standard of personal hygiene and compliance Edgarley's Uniform.
- Ensure the whole Catering Team adheres to the Injury Risk Management Standards and guidelines.

8. Nutrition and Hydration

- Ensure the catering service meets and exceeds the level of compliance required under the Aged Care Accreditation Standards.

9. Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- Work Health and Safety Act 2011 legislation
- Related WHS responsibilities
- Edgarley's Injury Risk Management.

Mandatory Qualifications and Attributes:

- Certificate III in Commercial Cookery or higher
- Maintain current Police Check
- Minimum of three (3) years' experience as a cook in a bulk catering operation
- Demonstrated knowledge of kitchen operations
- Qualified Food Safety Supervisor
- Ability to work under pressure
- Excellent organisation skills
- Demonstrated ability to supervise a team
- Knowledge of the different commercial kitchen appliances and their uses
- Advanced verbal and written communication skills

- Professional manner when inducting employees
- Ability to work with minimal supervision
- High level of initiative
- Ability to implement improvements to work practices
- Able to apply performance management procedures as required.
- Committed to quality outcomes

Desirable Qualifications and Attributes:

- Previous experience as a Chef/Cook in aged care/retirement living
- Knowledge of dietary requirements of the elderly.
- Advocates for residents and team members when support is needed
- Flexible approach to working hours
- Acts enthusiastically about improving service levels

Performance Measures

- Performance will be managed with an annual review.
- Agreed set of goals

Key Performance Indicators

Key Result Areas	Key Activities	Standard Measures
Edgarley Values	<ul style="list-style-type: none"> • Demonstrate and uphold the values of Edgarley Assisted Living • Ensure that the values of Edgarley Assisted Living are incorporated into daily practices in relation to all activities. 	<ul style="list-style-type: none"> • Be compassionate and provide support to customers and staff. • Consistently shows respect, empathy, cultural awareness and values each person's dignity. • Seeks opportunities to be innovative for improvement. • Is accountable for a high standard of care. • Communicates and operates openly and honestly as an effective team member.
Documentation	<ul style="list-style-type: none"> • Maintain documentation in accordance with the catering procedure; e.g. catering profiles, purchase orders, cleaning schedules and catering diary and make sure they are accurate. • Take responsibility to recognise errors and fully correct them to ensure compliance with all legislation and standards. 	<ul style="list-style-type: none"> • All documentation to be completed by the end of your shift • All documentation to be clear, concise and legible
Food Services	<ul style="list-style-type: none"> • Ensure the delivery of quality food to residents • Direct assistance with delivery of food services to residents and assist with preparation of meals as required • Ensure sufficient food & drink supplies are available in conjunction with the cook • Ability to retain individual preferences of residents and / or their dietary requirements • Responsible for resident morning & afternoon tea • Ensure duties lists are accurate and up to date 	<ul style="list-style-type: none"> • Minimal resident complaints • Meals times met • Residents receive meals in line with their preferences • All meals delivered in line with individual dietary requirements • All duties performed as per duties lists
Customer Services	<ul style="list-style-type: none"> • Effectively communicates with residents and/or their representatives and care staff, including dieticians appointed by EAL to meet nutritional requirements. • Consult residents on meals desired and choice 	<ul style="list-style-type: none"> • Meets resident needs and wants on an ongoing basis in relation to nutritional requirements • No complaints regarding quality of food

	<ul style="list-style-type: none"> • Ensure that residents are aware of daily menu items • Provide choice of meals at all times 	
General Duties	<ul style="list-style-type: none"> • Develop and review, in consultation with the Facility Manager and Dietician, nutritionally appropriate menus to meet the dietary needs of the residents. • Be competent in, and follow the use of FoodSafe food handling techniques when preparing and serving food to residents. • Must be thorough in the process of cleaning catering facilities with an emphasis on infection control techniques, safe chemical use, and ensuring cleaning schedules are documented as required. • Responsible for ordering, receiving, handling and storing all required stock items including foodstuffs, cleaning products and kitchen equipment. • Encourage and enable residents to participate in a wide variety of life's experiences, particularly in relation to food presentation and dining room environment. • Encourage residents to maximise their independence through expression of likes and dislikes. • Adhere to the Food Safety Standards (with a particular focus on temperature reporting). 	<ul style="list-style-type: none"> • Minimal resident complaints • Meals times met • Residents receive meals in line with their preferences • All meals delivered in line with individual dietary requirements • All duties performed as per duty statement
Education and Personal Development	<ul style="list-style-type: none"> • Willingness to continue to improve your skills and standards • Maintain industry requirements for your scope of practice • Willingness to suggest further education to be provided at EAL. 	<ul style="list-style-type: none"> • Successfully pass all competency tests and assignments • Full (100%) attendance at all compulsory educational sessions
Quality and Continuous Improvement	<ul style="list-style-type: none"> • Commitment to Quality & Continuous Improvement • Compliance with Aged Care Accreditation Standards • Compliance with EAL policies and procedures 	<ul style="list-style-type: none"> • Participation in the monthly Leadership meeting • Assistance in preparation of the facilities Accreditation application if required

OH&S and Infection Prevention & Control	<ul style="list-style-type: none"> • Strictly follow all OHS and infection control policies, procedures and processes • Promote best practice OHS and infection control in their daily tasks • Ensure there is a safe and hazard-free workplace • Implement all necessary controls if and when required • Participate in training and meetings regarding OHS and Infection Control 	<ul style="list-style-type: none"> • Adherence to EAL policies and procedures • Reports hazards, near misses and injuries immediately • Uses personal protective equipment • Comply with risk management policies and procedures and instruction • Attend all safety meetings and training sessions • No Workcover claims through inappropriate practices • No accidents/incidents due to poor work practices or mishandling chemicals or equipment
--	---	--

Agreement: I have read, understood and agreed to comply with this job description and key result areas.

Name: _____

Signature: _____ **Date:** ____/____/____

Note: please, enter your initials on each page of this document.