

# POSITION DESCRIPTION & PERSON SPECIFICATION

## Food & Domestic Services Assistant

<b>Position Title:</b>	Food & Domestic Services Assistant
<b>Department:</b>	Hotel Services
<b>Classification:</b>	F&DSA
<b>Hours of Work:</b>	As per individual contract

## POSITION DESCRIPTION

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### 1. Position Overview

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The Food & Service Assistants (F&DSA) at Echuca Community for the Aged are involved in providing delicious and nutritious meals to the residents of Wharparilla Lodge and Brolga Apartments and at times our Independent Living Units. This role requires a commitment to working as part of a team to provide enjoyable dining experiences for older people despite any eating difficulties they may have related to illness, frailty or dementia.

This position may occasionally involve other domestic “hotel” activities at ECA such as cleaning and laundry work as required by the Hospitality Supervisor.

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### 2. Reporting / Working Relationships

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The Food and Domestic Services Assistant is directly accountable to the Hospitality Supervisor. The role involves close working relationships with all members of staff.

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### 3. Special Conditions

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The F&DSA is employed under the terms and conditions specified in the Enterprise Agreement and the Health & Allied Service Award (Private Sector) – Victoria Consolidated Award.

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### 4. Statement of Duties

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The role of Food & Domestic Services staff member encompasses the following duties:

#### Hospitality Services

- Preparation of dining areas
- Service of food and beverages to residents and guests of the organisation
- Cleaning of dining areas and resident kitchenettes

## **Food & Domestic Services Assistant**

### Food Preparation

- Meal and snack preparation
- Modification of food and fluids when required and prescribed by health professionals

### Kitchen Hand

- Assisting the commercial cooks
- Washing up and cleaning in the kitchen

### Assistance in other domestic areas

- Assisting in the cleaning and laundry departments as required

### Health and Safety

- Ensure health and safety is maintained at all times so far as is reasonably practicable by: Eliminating risks to health and safety so far as is reasonably practicable and if it is not reasonably practicable to eliminate risks to health and safety, to reduce those risks so far as is reasonably practicable
- Required to take reasonable care for their own safety and the safety of others who may be affected by their actions or omissions and cooperate with any actions taken by the employer to comply with the Act and Regulations
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety and welfare

## **PERSON SPECIFICATION**

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### 1. Educational / Vocational Qualifications

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- Food Handling Certificate (mandatory)
  - Certificate III in Aged Care, Hospitality or Health (desirable)
  - First Aid Certificate (desirable)
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### 2. Personal Skills, Abilities, & Aptitude

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A personal commitment to our Mission to provide care for the benefit of the aged people in our community and adherence to organisational values is essential. The skills, abilities and aptitude of the Food & Domestic Services Assistant encompass the following:

#### Skills

- Food preparation
- Service of food and beverages in accordance with the Food Safety Plan
- Washing dishes and cleaning in accordance with the Food Safety Plan
- General cleaning skills
- Basic computer skills
- Texture modification of food and fluids

## Food & Domestic Services Assistant

### Abilities

- Customer Service
- Organisational & time management skills
- Able to contribute to a clean, safe working environment to ensure safety of residents, visitors, staff, volunteers and self
- Provision of hospitality for events

### Aptitude

- Integrity
- Having an interest in supporting others and providing exceptional levels of service to an aged care facility
- Having a natural affinity with people and developing successful relationships
- Ability to work as a team
- Able to follow procedures and work systems
- Able to work across a 7 day a week roster in a variety of shifts

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### 3. Experience

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- Considerable experience in working successfully in a team environment

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### 4. Knowledge

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- Sound understanding of food safety standards and regulations
- Knowledge of special diets and texture modification
- Has awareness of all applicable Policies and Procedures

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### 5. Performance Standards & Review

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An initial Performance Review is undertaken with the Hospitality Supervisor six months after commencement of employment and then annually thereafter.

The objective is to determine capacity to meet the demands of the role; if additional skills or training may be required and what level of job satisfaction is being obtained. The Performance Review is based directly on execution of the duties of the position, the policies of the organisation and the rules and procedures practised in this facility.

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### 6. Acceptance of the Position Description

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I have read and understand the requirements of this position.

Name

Signature

Date