



Role Title:	First Cook
Location:	Alpine Health
Service Unit:	Essential Services
Role Summary:	<p>The First Cook will manage the day to day kitchen operations for Alpine Health catering service. The role focuses on providing healthy, nutritious meals to compliment and support the health needs of patients and clients within the acute wards and aged care facilities of Alpine Health, and the meals on wheels program.</p> <p>The role maintains responsibility for the management of site based catering staff and the production of daily meal preparation and service.</p>
Classification:	As per the Victorian Public Health Sector (Health Professionals, Health and Allied Health services, Managers and Administrative Officers) Enterprise Agreement 2011-2015
Employment contract:	Permanent full-time
Remuneration:	Remuneration will be in accordance with the above Award, classification Chef Grade C, RG7. Salary Sacrificing is available.
Key Performance Indicators:	Appendix 1

Education, skills, knowledge and behaviour.

The incumbent will be required to possess the following levels of education, skills, knowledge and behaviour.

Education: Meets at least the minimum education requirements.

- Minimum Certificate III qualification in discipline related to food and catering services

Skills: Plans, Develops and Implements – Uses strong analytical interpretation of information to plan, develop, and implement strategy that ensures the production of a daily meal service to patients, residents and customers of Alpine Health. Contributes to the leadership of Catering Services by managing kitchen operations through an approach that engages in the work of others, supports that work, and commissions assistance as necessary.

- Ability to practice across the scope of the four key competency domains of practice for the First Cook role (outlined in detail below)
- Work in accordance with food safety and nutritional standards
- Effectively provide the highest possible food service to Alpine Health residents, patients and clients
- Ability to lead the preparation and provision of quality and nutritious food
- Ability to develop and pursue goals in keeping with overall organisational objectives
- Ability to translate standards and improvement opportunities into best practice
- Ability to coordinate single site day to day kitchen operations
- Ability to lead a multidisciplinary team, foster an exchange of ideas and the participation of others
- Ability to integrate those behaviours which reflect the vision, philosophy and values of Alpine Health
- Current Driver's Licence
- Strong computer knowledge

Knowledge: Can apply knowledge independently and in response to complex individual situations.

- Demonstrated experience, knowledge and understanding of food safety and nutritional standards
- Demonstrated experience in catering environments
- Demonstrated experience and knowledge of legislation and regulatory requirements pertinent to catering
- Demonstrated experience and knowledge of legislation and standards pertinent to infection prevention and control practice
- Demonstrated understanding of requirements for the implementation of effective change management and the ability to cope effectively in unexpected or rapidly changing situations
- Demonstrated ability for effective communication, either written or verbal, with staff at all levels, patients, families and visitors.
- Demonstrated experience knowledge and understanding of contemporary ethical issues pertinent to the health profession.
- Demonstrated understanding of quality and work place WH&S principles.

Behavioural and Personal traits: Maintains a high level of self-awareness and is able to make choices about the application of this competency in various situations to effect the best results.

- **Responsiveness:** Provide frank, impartial and timely advice to the organisation; high quality services to the organization and the community; and identify and promote best practice.
- **Integrity:** Honesty, openness and transparency in dealings; use powers responsibly; report improper conduct; avoid any real or perceived conflicts of interest; and strive to earn and maintain public trust.
- **Strategic Thinking:** the ability to identify and develop goals in keeping with the strategic directions of Alpine Health and State and Commonwealth Policy;
- **Impartiality:** Make decisions, and provide advice on merit and without bias, caprice, favouritism or self interest; act fairly by considering all relevant facts and fair criteria; and implement policies equitably.
- **Accountability:** Work with clear objectives in a transparent manner; accept responsibility for decisions and actions; seek to achieve the best use of resources; and submit to appropriate scrutiny.
- **Customer Focus:** Deliver services in accordance with the identified needs of the community. Provide accurate, appropriate and up-to-date information and strategies.
- **Respect:** The treatment of others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; and the improvement of outcomes on an on-going basis. The ability to maintain confidentiality and to recognize the rights, dignity and independence of all people.
- **Quality Improvement:** To participate in continuous quality improvement activities as required by Alpine Health.
- **Human Rights:** To respect and promote the human rights set out in the Victorian Charter of Human Rights and Responsibilities (included in part C of the Alpine Health Code of Corporate Governance).
- **Leadership:** The ability to actively implement, promote and support organisational key qualities.

Key Competency Domains

The level of competence expected to perform in each of the four domains is as follows:

Domains 1 through 4 below are informed by the skills, knowledge and behaviours listed above.

Domain 1: Catering Service

Undertakes a comprehensive and collaborative approach to providing a daily food service that contributes to the health needs of individuals and establishes a reputation for food quality and customer service

Domain 2: Inter-Professional Teamwork

Forms and manages relationships across the organisation, working collaboratively to establish and maintain catering services that foster high level performance, standards compliance, and continuous improvement

Domain 3: Professional Communication

Employs professionally appropriate communication styles in a range of contexts. Uses a range of techniques to elicit and provide information when working with people and ensures a high quality of care when working with colleagues and clients

Domain 4: Personal Effectiveness

Manages self to maintain effectiveness, inclusive of a commitment to continual professional learning and growth

Appendix 1

Key Performance Indicators

Service Unit – Essential Services

Role – Catering Coordinator

Patient Experience that Matters	Healthcare that Matters	Workforce Experience and Configuration that Matters	Partnerships that Matter	Sustainability that Matters
<p><u>Patient experience of care</u></p> <ul style="list-style-type: none"> Establishes a positive patient experience through quality, effective and efficient daily food service, evidenced in customer feedback and standards compliance Provides a customer focused food service Provision of meals consistent with nutritional requirements Provision of timely, responsive food service 	<p><u>Governance for safety and quality</u></p> <ul style="list-style-type: none"> Leadership of safe and effective kitchen environment Adherence to food safety and infection control standards Contributes to food audits and formulation of response to maintain and improve compliance <p><u>Catering quality</u></p> <ul style="list-style-type: none"> Maintains a clean, safe and compliant kitchen environment Preparation of food standards complaint Contributes positively to the health and wellbeing of customers 	<p><u>Workforce management</u></p> <ul style="list-style-type: none"> Performance management of site based kitchen staff Responsive to the day to day needs of the kitchen environment Workplace safety ensured Staff wellbeing maintained <p><u>Accountability</u></p> <ul style="list-style-type: none"> Leadership of kitchen staff Workforce compliant with standards and accountable for actions Accountable for personal actions and decisions Achievement of KPI's Engagement twice annually in formal performance discussion <p><u>Student experience and support</u></p> <ul style="list-style-type: none"> Student experience positive and constructive 	<p><u>Partnerships and relationships</u></p> <ul style="list-style-type: none"> Catering Coordinator First Cooks and catering staff Compliance Manager Clinical leaders, line managers and staff engaged within role activity Effective relationships with customer base: patients, residents, meals on wheels External relationships with contracted services 	<p><u>Economic sustainability</u></p> <ul style="list-style-type: none"> Budget adherence and reporting Establishes and meets efficiency and productivity targets for catering service Use of improvement methodology to support practice <p><u>Environmental management and sustainability</u></p> <ul style="list-style-type: none"> Management of service 'green footprint' Best practice procurement and management of stock <p><u>Business continuity management</u></p> <ul style="list-style-type: none"> Kitchen operations reflect Alpine Health's service planning direction and response Compliant document management <p><u>Knowledge & information management</u></p> <ul style="list-style-type: none"> Compliant privacy and document and records management Compliant ICT security <p><u>Risk management</u></p> <ul style="list-style-type: none"> Policy, procedure and work practice review Risk manage infection control, WH&S, quality

Document Authorisation

Senior Manager signature: _____ Date: _____

Staff signature: _____ Date: _____