

# Position Description

| Position Summary                    |                                                                                                                                                            |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position Title</b>               | Community Cook                                                                                                                                             |
| <b>Program</b>                      | Cultural Catering Social Enterprise                                                                                                                        |
| <b>Enterprise Agreement / Award</b> | Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022 |
| <b>Classification</b>               | Trade Cook                                                                                                                                                 |
| <b>Reports To</b>                   | Community Food Coordinator                                                                                                                                 |
| <b>Ordinary Location</b>            | 23 Lennox Street, Richmond, VIC                                                                                                                            |
| <b>Immunisation Requirements</b>    | Current and compliant with Victorian Department of Health requirements.                                                                                    |

## Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Website Information: [www.nrch.com.au](http://www.nrch.com.au)

## Program Description

The Community Food Program sits within the Healthy Communities service, which focuses on promoting health and wellbeing and improving the social and environmental influences of health for our staff, clients and local community.

The Community Food Program manages the NRCH Café (Meeting Place) and Cultural Catering-social enterprise. The Cultural Catering program employs and supports training and education for Richmond Housing Estate residents and local community members. The program objectives include the provision of delicious, affordable, healthy and culturally relevant food within a catering service that is financial stable.

## Position Purpose

The Community Cooks will form part of the catering team to produce high quality food for sale via the Cultural Catering Social Enterprise and "The Meeting Place" café located on site at North Richmond Community Health.

The Community Cooks will bring culturally catering knowledge that will support the provision of a variety of food for community catering functions.

### Key Responsibilities

- To produce high quality and nutritious food for catering and café service
- Comply with all food safety plans, procedures and policies
- Work as part of a team to meet catering orders and supply the café with required food
- Maintain the kitchen and equipment cleaning requirements
- Promote the service in line with marketing plans
- Monitor stock levels, order produce and food items to meet catering demand
- Meeting timelines and prioritise work to catering functions
- Ensure the café is clean and well maintained at all times
- Ensure cash register and cash handling security policies are followed
- Support the operation of the Café “The Meeting Place” as required
- Liaise with clients, suppliers, customers and staff at all levels in an efficient and effective manner
- Menu planning as a team for catering and café service
- Ensure the safe delivery of food in line with standards
- Manage feedback and reviews to improve satisfaction of service and food

### KEY SELECTION CRITERIA

#### Qualifications

|           |                                                                                                                                                                              |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Essential | <ul style="list-style-type: none"> <li>• Qualified Chef or Cook</li> <li>• Willingness to enrol in training/education</li> <li>• Food Safety Handling Certificate</li> </ul> |
| Desired   | <ul style="list-style-type: none"> <li>• Food Safety Supervisor Certificate</li> </ul>                                                                                       |

#### Experience

|           |                                                                                                                                                  |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Essential | <ul style="list-style-type: none"> <li>• Experience in cooking</li> <li>• Knowledge of safe food handling</li> </ul>                             |
| Desired   | <ul style="list-style-type: none"> <li>• Experience working or volunteering in a community organisation or not-for-profit environment</li> </ul> |

#### Attributes, Qualities and Skills

|           |                                                                                                                                                              |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Essential | <ul style="list-style-type: none"> <li>• Friendly, professional manner</li> <li>• Able to work independently</li> <li>• Excellent time management</li> </ul> |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Required Competencies, Core Values and Behaviours

#### Communication:

- The ability to present information clearly and persuasively and seek out the ideas and views of others.
- The capacity to communicate appropriately in a variety of settings, while being consistently professional, concise and engaging.

- The ability to present well-constructed written communication.

**Problem solving:**

- The ability to coordinate information from a variety of sources; identify, define, and analyse operational problems and situations and anticipate potential roadblocks.
- Solutions focussed approach to problem solving.

**Teamwork:**

- The ability to collaborate with colleagues to seek solutions that are beneficial to all groups as well as forge successful teams among individuals with diverse perspectives and skills.
- Actively participates in team activities.
- Performs own roles and responsibilities efficiently to contribute to the program and organisation's objectives
- Seeks feedback to ensure work is consistent with expectations.
- Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.

**Interpersonal Relations:**

- Understand the importance of fostering positive relationships with co-workers and relevant external organizations.
- Treat all stakeholders with dignity, respect and fairness.
- Deal with differences of opinion fairly before they escalate into conflict and seek common ground among individuals when opinions differ.

**Community Focus:**

- Is sensitive to communities' heritage, traditions and identity.
- Develops the knowledge and skills needed to provide quality client care.
- Maintains basic awareness of current community issues.

**Personal:**

- At all times, maintain a standard of conduct, reflective of the NRCH Code of Conduct, and those of relevant professional codes.
- Set annual goals for themselves in conjunction with the line manager and participates in their own annual Performance Management.
- Maintain an effective personal professional development plan.

**All NRCH appointments must:**

- Conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Behave in a manner consistent with organisation's values of Innovation, Embracing Diversity, Equity of Access, Organisational Learning, Respect for Others, Openness and Connectedness with our Community
- Create and provide a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.

- Participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Present for work on time, and follow notification guidelines when ill or late for work or applying for leave.
- Be subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Participate in annual performance reviews where all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- Participate in NRCH Accreditation processes as required;
- Work in the guidelines of the NRCH smoke-free environment, including within vehicles.
- Be willing to perform other duties as directed, in accordance with training, skills and experience.

**Further Information**

For enquiries relating to this position, contact Tom at [tomm@nrch.com.au](mailto:tomm@nrch.com.au)

**Job Demands Checklist**

North Richmond Community Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

| Frequency definitions:      |                                                                                                               |
|-----------------------------|---------------------------------------------------------------------------------------------------------------|
| <b>I = Infrequent</b>       | Activity may be required very infrequently                                                                    |
| <b>O = Occasional</b>       | Activity required occasionally, not necessarily all shifts                                                    |
| <b>F = Frequent</b>         | Activity required most shifts, up to 50% of the time                                                          |
| <b>C = Constant</b>         | Activity that exists for the majority of each shift and may involve repetitive movement for prolonged periods |
| <b>N/A = Not Applicable</b> | Activity not performed                                                                                        |

| Aspects of Normal Workplace |                                | Frequency |   |   |   |     |
|-----------------------------|--------------------------------|-----------|---|---|---|-----|
| Demands                     | Description                    | I         | O | F | C | N/A |
| <b>Physical Demands</b>     |                                |           |   |   |   |     |
| Sitting                     | Remain seated to perform tasks |           | x |   |   |     |

| Aspects of Normal Workplace            |                                                                                                                               | Frequency |   |   |   |     |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------|---|---|---|-----|
| Demands                                | Description                                                                                                                   | I         | O | F | C | N/A |
| Standing                               | Remain standing to perform tasks                                                                                              |           |   |   | x |     |
| Walking                                | Periods of walking required to perform tasks                                                                                  |           |   |   | x |     |
| Bending                                | Forward bending from waist to perform tasks                                                                                   |           |   | x |   |     |
| Kneeling                               | Remaining in a kneeling position to perform tasks                                                                             | x         |   |   |   |     |
| Lifting/Carrying                       | Light lifting and carrying                                                                                                    |           |   |   | x |     |
|                                        | Moderate lifting and carrying                                                                                                 |           | x |   |   |     |
|                                        | Assisted lifting (mechanical, equipment, person assist)                                                                       | x         |   |   |   |     |
| Climbing,<br>Working at<br>Heights     | Ascending and descending ladders, steps, scaffolding                                                                          |           |   |   |   | x   |
| Pushing/ Pulling                       | Moving objects e.g. trolleys, beds, wheelchairs                                                                               |           | x |   |   |     |
| Reaching                               | Arms fully extended forward or raised above shoulder                                                                          | x         |   |   |   |     |
| Crouching                              | Adopting a crouching posture to perform tasks                                                                                 |           |   |   |   | x   |
| Foot Movement                          | Use of leg and/or foot to operate machinery                                                                                   |           |   |   |   | x   |
| Head Postures                          | Holding head in a position other than neutral (facing forward)                                                                | x         |   |   |   |     |
| Fingers/Hand/<br>Arm Movement          | Repetitive movements of fingers, hands and arms e.g. computer keyboarding                                                     |           |   |   | x |     |
| Grasping/Fine<br>Manipulation          | Gripping, holding, clasping with fingers or hands                                                                             |           |   |   | x |     |
| Driving                                | Operating a motor vehicle e.g. Use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus etc. |           | x |   |   |     |
| Using role specific<br>tools/equipment | Floor Polishing Machines, Floor Scrubbing Machines and Vacuums                                                                |           |   |   |   | x   |

| Aspects of Normal Workplace              |                                                                                              | Frequency |   |   |   |     |
|------------------------------------------|----------------------------------------------------------------------------------------------|-----------|---|---|---|-----|
| Demands                                  | Description                                                                                  | I         | O | F | C | N/A |
| <b>Psychosocial Demands</b>              |                                                                                              |           |   |   |   |     |
| Distressed People                        | Highly emotional people crying, upset, unhappy, depressed. Eg. Emergency or grief situations |           |   | x |   |     |
| Aggressive/<br>Unpredictable<br>People   | Raised voices, yelling, swearing, arguing. Eg. Drug/alcohol, dementia, mental illness        |           |   | x |   |     |
| Exposure to<br>Distressing<br>Situations | Eg. Child abuse, delivering bad news, viewing extreme injuries, viewing deceased             |           | x |   |   |     |
| <b>Environmental Demands</b>             |                                                                                              |           |   |   |   |     |

|                    |                                                                                                               |   |   |   |  |   |
|--------------------|---------------------------------------------------------------------------------------------------------------|---|---|---|--|---|
| Security Concerns  | Concerns about safety and security of self, accessing and leaving work, performing duties                     |   | x |   |  |   |
| Noise              | Environmental/background noise necessitates people raising their voice to be heard                            |   |   | x |  |   |
| Confined Spaces    | An enclosed or partially enclosed space that is not designed or intended primarily to be occupied by a person |   |   |   |  | x |
| Biological Hazards | Eg. Exposure to body fluids, bacteria, infection diseases requiring PPE                                       | x |   |   |  |   |

## Mandatory Employment Requirements

- **Police Checks:** It is a requirement of the role that the incumbent provide a satisfactory National Criminal History Check prior to employment, as well as periodic checks every three years as outlined in the NRCH Recruitment, Selection and Induction Policy. International Police Checks will be required where the incumbent has lived overseas within the past 10 years.
- **Mandatory Immunisation:** North Richmond Community Health is required to manage the risk of transmission of vaccine preventable diseases as legislated by Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Bill 2020 (Vic). Consistent with this, all staff are required to demonstrate evidence of mandatory immunisations/vaccinations prior to commencement of employment, as well as participation in on-going required immunisation programs. Refer to the NRCH Staff Immunisation Program Procedure document for further details.
- **Working with Children Check:** Employees who are engaged in child-related work (and aren't otherwise exempt under the *Worker Screening Act 2020*) are required to provide a satisfactory Working with Children Check prior to employment, as well as periodic checks every five years' as mandated.

**I understand and have read the above Position Requirements and hereby declare that I am: Suitably qualified and experienced to undertake these duties described herein; and physically able to undertake the duties herein described without modification.**

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**EMPLOYEE NAME:** \_\_\_\_\_