



# ROLE STATEMENT

<b>Role Title:</b>	Chef
<b>Department:</b>	Catering Team
<b>Location:</b>	Indooroopilly (interim Brookfield)
<b>Reports to:</b>	Facility Manager

<p><b>About ECCQ</b></p> <p>Established in 1976, ECCQ has a long and proud history of leading and contributing to the development of Queensland as a successful multicultural society. ECCQ's focus is supporting and advocating for the needs, interests and contributions of culturally and linguistically diverse communities in Queensland and providing culturally inclusive health services, information and education. We believe that everyone, irrespective of their background, should be able to participate in and contribute to all aspects of Australian life.</p> <p>ECCQ is supporting Queensland's growth into an inclusive and harmonious community – for everyone to enjoy and participate in. ECCQ continues to be the reference point for ethnic community representation in Queensland.</p> <p>Diversicare has been the industry leader in providing culturally inclusive community based and in-home care, and Berlasco Court Caring Centre, the only recognised residential care provider in Queensland that focuses on cultural inclusiveness.</p>
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<p><b>Purpose of Role</b></p> <p>As part of the Catering team, the Chef is responsible for delivering a quality catering service, compliant with facility principles, to our residents, family members and staff on a daily basis. The Chef is responsible for the preparation, cooking and presentation of fresh, quality food for residents that meets expectations and is consistent with the planned Daily Menu, individual dietary requirements and the Food Safety Plan.</p> <p>The 37 bed facility will require the chef to be responsible for the preparation of food for the kitchen and dining rooms, and for maintaining the kitchen in a clean, neat and tidy manner.</p>
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<b>Key Relationships</b>	
<b>Internal</b>	<ul style="list-style-type: none"> <li>○ Residents</li> <li>○ Employees at all levels of the organisation, including ECCQ, Diversicare and Berlasco Court</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>○ Resident's families</li> <li>○ Other Clients and Carers</li> <li>○ Federal and State legislative and compliance bodies</li> <li>○ Relevant Stakeholders</li> <li>○ General public</li> </ul>

Key Accountabilities	Expected Outcomes
<p><b>1. Prepare, cook and present food</b></p> <ul style="list-style-type: none"> <li>• In consultation with Facility Manager develop seasonal menus and ensure all food prepared and served at the facility in a manner consistent with the cultural backgrounds and special needs of the residents, including special meals.</li> <li>• Assist Facility Manager in developing, monitoring and reviewing the menu in order to meet residents' nutritional needs</li> <li>• Assemble and prepare ingredients</li> <li>• Prepare diary, dry goods, fruit and vegetables</li> <li>• Prepare meat, seafood and poultry</li> <li>• Cook and serve menu items for food service</li> <li>• Portion and plate food</li> <li>• Establish and maintain quality control</li> <li>• Complete end of service requirements</li> <li>• Prepare food for café, events and functions</li> <li>• Assist with meal service as required</li> <li>• Mentors and coaches catering staff, providing direction and support as required</li> <li>• Other cooking duties as required by Facility Manager</li> </ul>	<ul style="list-style-type: none"> <li>○ Positive feedback from Line Manager, Residents, Resident's families and relevant internal stakeholders</li> <li>○ Food presented to residents is of a quality standard and consistent with planned Daily Menu and individual modified dietary requirements. All duties are finished by the end of the shift.</li> <li>○ Menu provides good choice and meets resident requirements and special needs</li> <li>○ Menu complies with resident's nutritional and dietary needs</li> <li>○ Complies with lawful and reasonable directions by Manager</li> <li>○ Actively supports team members to provide a good food service</li> </ul>
<p><b>2. Receive and store kitchen supplies</b></p> <ul style="list-style-type: none"> <li>• Receive delivery of supplies</li> <li>• Ensure supplies are stored correctly</li> <li>• Rotate and maintain supplies</li> <li>• Notify Manager when more supplies are needed</li> </ul>	<ul style="list-style-type: none"> <li>○ Positive feedback from Line Manager Residents, Resident's families and relevant internal stakeholders</li> <li>○ Kitchen is well stocked, supplies are rotated and stored correctly. Supplies and stock levels are adequate for service</li> </ul>
<p><b>3. Clean and maintain kitchen premises</b></p> <ul style="list-style-type: none"> <li>• Ensure floors are swept and mopped</li> <li>• Ensure equipment is cleaned, sanitized and stored appropriately</li> <li>• Handle waste and linen</li> <li>• Ensure kitchen areas have adequate supplies to maintain standards during service</li> </ul>	<ul style="list-style-type: none"> <li>○ Positive feedback from Line Manager, Residents, Resident's families and relevant internal stakeholders</li> <li>○ Kitchen is clean and hygienic. Benches are clear and equipment stored and easy to locate. Kitchen is clean and orderly for the next shift.</li> </ul>

<p><b>4. Team contribution</b></p> <ul style="list-style-type: none"> <li>• Contribution to the team, and in wider organisation-based activities.</li> <li>• Comply with WH&amp;S requirements.</li> <li>• Contribute at team meetings.</li> <li>• Provide back up to other team members as required.</li> <li>• Participate in wider organisation-based activities and learning opportunities.</li> <li>• Comply with WH&amp;S policy and procedures</li> <li>• Protect own health and safety</li> <li>• Protect safety of others</li> <li>• Report hazards, risks and all incidents</li> </ul>	<ul style="list-style-type: none"> <li>○ Positive feedback from Line Manager, Residents, Resident’s families and relevant internal stakeholders</li> <li>○ Positive feedback from those you interact with, that they are well supported and that you contribute to a ‘one team’ culture across all areas of ECCQ.</li> </ul>
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**Qualifications / Other Credentials**

- *Certificate III (or similar) in Commercial Cookery*
- *Food Safety Certification (mandatory)*
- *Previous experience cooking in aged care or industry experience as a Chef, cooking for large groups of people*

Competency	Definition
<b>Technical / Professional</b>	<p>Having achieved a satisfactory level of performance in specific technical/professional areas. This should include any specific experience and specific professional “know-how”, including:</p> <ul style="list-style-type: none"> <li>○ Good understanding of catering operations within budgetary guidelines;</li> <li>○ Experience in catering and food preparation;</li> <li>○ Understanding of legislative food hygiene requirements;</li> <li>○ Experience with managing labour, food &amp; operational costs;</li> <li>○ Ability to work in a fast-paced, challenging &amp; time-sensitive environment;</li> <li>○ Pride in personal appearance &amp; hygiene.</li> </ul>
<b>Motivational “fit”</b>	<p>The extent to which job activities and responsibilities, ECCQ’s beliefs and values, including having a commitment to the community are consistent with the type of environment that provides personal satisfaction and growth in the degree to which the work itself is personally satisfying and meets the organisational environment of ECCQ.</p>
<b>Integrity</b>	<p>Maintaining and promoting social, ethical and organisational norms, having a commitment to the ECCQ’s beliefs and values including the organisation’s Community based workplace culture.</p>
<b>Client service orientation</b>	<p>Making efforts to listen to and understand the client (both internal and external); anticipating their needs; giving high priority to client satisfaction.</p>

<b>Oral communication</b>	Presenting ideas effectively to individuals or groups when given time for preparation (including nonverbal communication and use of visual aides); targeting presentations to the characteristics and needs of the audience.
<b>Teamwork (cooperation)</b>	Active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one's behaviour on others.
<b>Rapport building</b>	Creating continuing compatibility; getting along well; proactively developing relationships.
<b>Initiative</b>	Asserting one's influence over events to achieve goals; self-starting rather than accepting passively, taking action to achieve goals beyond what is required, being proactive.
<b>Tolerance for work pressures &amp; ambiguity</b>	Maintaining stable performance under pressure and/or role (such as time pressure or job ambiguity); relieving stress in a manner that is acceptable to the person, others and the organisation.
<b>Collaboration</b>	Working effectively with others in the organisation outside the line of formal authority (such as peers in other departments or senior management) to accomplish organisational goals and to identify and resolve problems.

<b>Additional Requirements</b>	
ECCQ requires that the incumbent to be:	
<ol style="list-style-type: none"> <li>1. able to subscribe to the aims, beliefs and working principles of ECCQ</li> <li>2. able to show strong community focused character, valuing of people in general and marginalised people in particular</li> <li>3. a respected member of the community</li> <li>4. willing to work under ECCQ's Employee Code of Conduct</li> </ol>	

<b>Developed by</b>	Facility Manager & Employee Relations Manager
<b>Checked by</b>	Employee Relations Manager
<b>Approved By</b>	CEO
<b>Effective Date</b>	February 2021
<i>Role Statements will be reviewed on an annual basis</i>	