



Position Description

CHEF / CATERING OFFICER

Directorate	Corporate & Community Services
Location	Balranald Bidgee Haven Retirement Hostel
Classification/Grade/Band	Chef / Catering Officer
Position Code	CO1
Date position description approved	29 September 2021

Council overview

Covering approximately 21,400 sq kilometres, Balranald Shire encompasses a diverse natural landscape which includes the world heritage listed Mungo National Park and the picturesque Yanga National Park.

Surrounded by the wonders of the Murrumbidgee, Murray, Lachlan, Wakool and Edward Rivers, the area offers the opportunity to relax and enjoy some of the most unique natural scenery in Australia. There is an abundance of great fishing, water sports and nature just waiting for you.

Balranald is situated on the Sturt Highway and is just a 1 hour drive from the regional city of Swan Hill and 1¾ hours' drive from Mildura.

The area is surrounded by rich agricultural lands, the unique townships of Balranald and Euston and the hamlets of Kyalite, Oxley, Hatfield and Penarie (Homebush).

Council values

Honesty # Respect # Enjoyment # Teamwork # Openness # Leadership # Customer Focus

Primary purpose of the position

The position is part of the Bidgee Haven Hostel, a retirement facility owned and operated by Balranald Shire Council. Bidgee Haven Hostel is a modern fully accredited 15 bed residential aged care facility providing care for older people who find it difficult to live at home for a variety of reasons.

This position is to ensure all residents of the Hostel receive adequate daily care and that their hydration and nutrition needs are met.

Key accountabilities

Within the area of responsibility, this role is required to:

- Provide quality dietary & hydration requirements, ensuring all hydration and nutrition needs are met,
- Assist with meal preparation allowing for all food safety requirements and standards
- Maintain all housekeeping requirements – all kitchen and storage areas kept clean and tidy
- Completion of all documentation as required
- All policies, procedures and regulations complied with

Interpersonal Skills:

- Sensitivity and understanding of the needs of the aged.
- Ability to set and maintain high standards in the provision of quality care and support services to aged people.
- Be proactive in identifying and pursuing personal development skills.
- Ability to maintain confidentiality.
- To ensure the provision of high quality care and support to the residents in accordance with the Mission and Objectives of the Balranald Shire Council.
- To provide a caring environment which enhance the security, welfare and wellbeing of residents.
- To acknowledge and foster partnerships with each resident, respecting their dignity and privacy, and ensure they are given opportunities to make decisions particularly on their day-to-day routines.
- To promote and enhance the good name of Balranald Shire Council with all stakeholders.

General:

- Adherence to Bidgee Haven Hostel and Balranald Shire Council Policies and Procedures.
- To provide the best customer service to both internal and external stakeholders in accordance with Council policies and procedures.
- Ensuring that the public image of the Council as a service provider is always maintained in the highest integrity.
- To provide a positive contribution in the exchange of information between team members.
- To participate in training programs designed to increase efficiency and effectiveness.
- To identify areas where additional training is required and advise the Hostel Manager.
- Participate in quality improvement duties.

Workplace Health & Safety/Risk Management:

The responsibilities of this position are to be completed in line with the NSW Work Health & Safety Act 2011, and the NSW Work Health & Safety Regulations 2011 and the NSW Work Health & Safety Policies and procedures of the organisation.

You will be responsible to display and promote safe actions in the workplace at all times, including:

- To be observant with regard to identification of potential public safety hazards and notify supervisor of hazards which cannot be remedied immediately,
- Where possible, rectify hazards and notify supervisor with a view of preventing recurrence
- Undertaking all duties in accordance with Balranald Shire Council Bidgee Haven Retirement Hostels Policies and Procedures,
- Observe risk management principles, policies and practices through the risk management strategy and operational procedure statements,
- Commitment to continuous improvement activities as a result of management principles and practices within day-to-day duties and functions,
- Report on any matter that may have a potential risk exposure to the organisation, fellow employees, contractors or the public,
- Assisting in the ongoing maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Balranald Shire Council Bidgee Haven Retirement Hostel's Work Health and Safety Policies and Procedures.

Judgement & Decision Making Skills:

- The ability to organise and prioritise task and duties.

Equal Employment Opportunity (EEO):

- To actively support the principles and practices of EEO.

Privacy & Confidentiality:

- To adhere to Balranald Shire Council policies and procedures regarding privacy and confidentiality of all matters regarding the management and operation of Bidgee Haven Hostel and the Balranald Shire Council.

Key relationships

Who	Why
Internal	
Hostel Manager	<ul style="list-style-type: none"> • Lead discussions and decisions regarding Resident Care • Lead, direct, manage and support performance and development • Guide, support, coach and mentor
Registered Nurse	<ul style="list-style-type: none"> • Provide knowledge and direction in all aspects of Clinical Care
Council Staff	<ul style="list-style-type: none"> • Provide expert advice on a range of project related issues and strategies • Optimise engagement to achieve defined outcomes • Manage expectations and resolve issues

Who	Why
External	
Resident Families	<ul style="list-style-type: none"> • Communicate and inform Resident families of any changes or issues with the Residents Health and Wellbeing. • Manage expectations and resolve issues
Contractors & Suppliers	<ul style="list-style-type: none"> • Communicate needs, facilitate routine business transactions and resolve issues

Key dimensions

Decision making

This position is accountable for decisions regarding Resident meals & nutrition on a day-to-day basis, in consultation with the Hostel Manager when required.

Reports to

Hostel Manager





Essential requirements

1. Food Safety Supervisors Certificate (or willingness to complete)
2. Good communication and interpersonal skills including demonstrated experience interacting with a wide range of people.
3. Ability to adapt to the changing needs of residents.
4. Ability to work effectively as a team member.
5. Ability to cope with change and work demands.
6. Current National Police Certificate (or ability to acquire).

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Adept
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Foundational
	Community and Customer Focus	Adept
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consults on and delivers team/unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning
Resources Assets and Tools	Intermediate	<ul style="list-style-type: none"> • Uses a variety of work tools and resources to enhance work products and expand own skill set • Ensures others understand their obligations to use and maintain work tools and equipment appropriately • Contributes to the allocation of work tools and resources to optimise team outcomes