

**July 2018**

**POSITION DESCRIPTION**

*This position description is a guide and will vary from time to time and between services and units to meet changing service needs*

**The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.**

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| **Position Title:** | **Cook - Retail** |
| **Reports to:** | Manager, Food Services - Retail |
| **Key Relationships:** | Internal:* All CDHB Staff
* Retail customers, Patients & Visitors
 | External:* Suppliers of goods and services
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| **Organisational Vision:** | The Canterbury District Health Board’s vision is to promote, enhance and facilitate the health and well-being of the people of the Canterbury District.  |
| **Organisational Values & Philosophy:** | The Canterbury DHB is committed to being an excellent and caring funder/provider of health and hospital services. Integral to the achieving our vision, goals and objectives of the DHB are the values of the organization:* Care & respect for others
* Integrity in all we do
* Responsibility for outcomes
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| **Role Purpose:** | The Cook is employed to provide the highest standard of food production, delivering a quality food service. The Cook is expected to be a positive, willing, contributing and adaptable member of the team at all times.*The key deliverables of your role –* * Provision of a quality food service, producing offerings that reflect customer demand and support the objectives of the CDHB
* Controlling food costs
* Complying with the requirements of food safety legislation
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| **Complexity:** | Most challenging duties typically undertaken or most complex problems to be resolved:* Effective stock management
* Adherence to Food Control Plan
* Time management
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| **The Cook is responsible for:** | ***All staff working in Wellfood operations are obliged to comply with the requirements of Food Safety Legislation at all times*** |
| * **Comply with food control plan at all times**
 | * *Adhere to and constantly consider hygiene practices*
* *Comply with all requirements of recording and reporting and take corrective action immediately if necessary.*
* *Ensure cleaning schedules are followed and you are communicating any issues or concerns to your manager*
* *Ensure that all equipment is working safely and compliant, and you are communicating any issues or concerns to your manager*
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| * **Apply Basic Communication Skills**
 | * *Follow instructions given by manager and supervisor*
* *Receive and relay information*
* *Communicate effectively*
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| * **Prepare, Cook and Present Food**
 | * *Assemble and prepare ingredients*
* *Cook and serve menu items for food service*
* *Plan, prepare and display the bain marie for service*
* *Portion and plate food to standard*
* *Maintain quality control*
* *Responsible for transporting food from kitchen to holding cabinet and ensuring servery and holding cabinet is fully stocked at all times during service*
* *Complete end of service requirements*
* *Develop new and/or specific offerings where required by the manager*
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| * **Apply Catering Control Principles**
 | * *Carry out portion control, stock control procedures*
* *Identify procedures for reducing wastage during ordering, storage and processing of food*
* *Minimise waste by recycling*
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| * **Clean and maintain kitchen premises**
 | * *Ensure equipment is cleaned, sanitised and stored appropriately as per cleaning schedule*
* *Ensure floors are kept clean as per cleaning schedule*
* *Handle and dispose of waste*
* *Ensure all kitchen areas are cleaned after service as per cleaning schedule*
* *Ensure Kitchen areas have adequate supplies to maintain standards during service*
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| * **Receive and store kitchen supplies**
 | * *Receive and store delivery of supplies*
* *Rotate and maintain supplies, notify supervisor when more supplies are needed*
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| * **Maintain Customer Satisfaction**
 | * *Ensure that personal presentation standards are maintained to a high standard*
* *Strive to exceed consumer expectations*
* *Gather consumer feedback and pass on to supervisor*
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| * **Develop and Update Industry Knowledge**
 | * *Seek internal training opportunities appropriate for position as agreed with manager*
* *Update skills, knowledge and qualifications to maintain a high level of competence*
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| * **Health and Safety**

Maintaining a high quality, safeand secure work environment byfollowing relevant Canterbury DHBand divisional policies, protocolsand standards. | * *Adhere to all health, safety and wellbeing directives issued by CDHB*
* *Be responsible for your own Health and Safety and for others around you who may be affected by your actions*
* *Report all incidents immediately via Safety 1st electronic incident reporting system and to your manager*
* *Be responsible for the wearing of personal protective equipment when carrying out tasks requiring use of PPE*
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WellFood encouragesour staff to learn all roles within the kitchen team. Through the development of a highly skilled and multi-functional pool of staff, we ensure that we deliver a quality customer experience, while also up-skilling our staff.

**And lastly, our WellFood team may be small but if there’s work to be done, then we’ll all pitch in to help one another out - even if it’s not written in here. It’s just who we are.**

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| **Qualifications & Experience** |
| **Essential*** NZQA Trade Qualified Level 3 or above
* NZQA Food Handling Cert Unit 167/ 168
* Passion for cookery and a creative approach
* Previous experience in a similar environment
* Able to work well under pressure
* Able to demonstrate a flexible approach and adaptable when required
* Great communication skills
* Team player and able to work autonomously
* Hard working, physically fit
* Honest and reliable
 | **Desirable*** Previous experience in a healthcare environment
* Customer service experience
* Previous experience planning menus
* Experience coaching and training teams
* Can demonstrate understanding of budget and food costs
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The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested by management to perform job related tasks other than those specified