

**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 |
| **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 | | |
| **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 | | |
| **Complexity:** | Most challenging duties typically undertaken or most complex problems to be resolved:   * Effective stock management * Adherence to Food Control Plan * Time management | | |
| **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* | | |
| * **Apply Basic Communication Skills** | | | * *Follow instructions given by manager and supervisor* * *Receive and relay information* * *Communicate effectively* | | |
| * **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* | | |
| * **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* | | |
| * **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* | | |
| * **Receive and store kitchen supplies** | | | * *Receive and store delivery of supplies* * *Rotate and maintain supplies, notify supervisor when more supplies are needed* | | |
| * **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* | | |
| * **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* | | |
| * **Health and Safety**   Maintaining a high quality, safe  and secure work environment by  following relevant Canterbury DHB  and divisional policies, protocols  and 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* | | |

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 |

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