

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Cook – Great Escape Café
Reports to	Team Leader
Location	Christchurch Health Campus
Department	Food Services
Date	1 August 2025
Job band	E tu Service & Food Workers – Group B

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

Cook

About the role

The primary purpose of a Cook is to prepare and cook food according to recipes and standards. You will follow instructions from the kitchen supervisor to make sure food is prepared safely, tastes good, and is ready on time for customers. You will work with the cookery team to ensure the café kitchen is clean, well-organised, and runs smoothly.

Key Result Area	Expected Outcomes / Performance Indicators
Food Preparation and Cooking	<ul style="list-style-type: none"> You prepare ingredients according to recipes and instructions, in a timely manner. You prevent cross-contamination by keeping raw and cooked foods separate and using clean tools. You cook food to the correct temperature and quality standards. You ensure food is held at the correct temperatures. You follow the steps for managing allergens. You help set up and maintain the kitchen and servery. You follow instructions for portion sizes and presentation of dishes. You work quickly and accurately to ensure food orders are completed on time, and don't cut corners.
Café Kitchen Operations	<ul style="list-style-type: none"> You follow instructions from the supervisor and other team members. You keep the kitchen, and your work area, clean and tidy. You help with washing dishes and cleaning equipment. You help put away stock when it arrives and rotate the stock correctly (FIFO). You complete daily checklists to ensure all tasks are done, including temperatures, inventory and cleaning tasks on Safe Food Pro.
Teamwork	<ul style="list-style-type: none"> You work well with other people in the café team. You relay information about the hot meal clearly and accurately. You help your teammates when they need it. You will be flexible to work across multiple work areas, to ensure our customers and patients are fed.
Keeping Things Clean and Safe (Our Food Control Plan and Health & Safety)	<ul style="list-style-type: none"> You follow the rules for keeping food safe and the kitchen clean, according to our Food Control Plan. You spend time keeping yourself updated on our food control plan. You use kitchen equipment (like knives and stoves) safely. You help make our kitchen a healthy and safe place for everyone by following safety rules and looking after your own wellbeing. You wash and sanitise your hands often and correctly. You report anything that looks unsafe to the supervisor, team leader or manager. You follow the rules for using cleaning products safely.
Te Tiriti o Waitangi & Equity	<ul style="list-style-type: none"> You help make sure everyone is treated fairly, no matter who they are. You show respect for all people and different cultures. You understand that we are working to help Māori have better health outcomes, and you support this goal in your work.

<p>Following Rules and Being Responsible</p>	<ul style="list-style-type: none"> • You are on time for your shifts and ready to work. • You wear the correct uniform, maintain a tidy appearance and follow personal hygiene standards. • You talk to your supervisor, team leader or manager if you have problems or questions. • You comply with Health New Zealand code of conduct, policies and procedures, our food control plan, hygiene and safety standards – the way we do things. • You comply with all lawful and reasonable instructions given by your manager, team leader or supervisor. • You make good choices and are honest.
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Matters which must be referred to the Supervisor or Team Leader

- Issues with food quality or ingredients.
- Running out of ingredients or supplies.
- Any feedback about the food quality.
- Any customer complaints or difficult customer situations.
- Problems with equipment that is not working.
- Any accidents or injuries, no matter how small.
- Anything that looks unsafe or could cause harm.
- Questions about your roster or needing time off.
- Any problems you are having with other team members.
- If you are unwell and cannot come to work.

Relationships

External	Internal
<ul style="list-style-type: none"> • Customers, patients, their whānau and advocates • Union Representatives • Suppliers of goods and services 	<ul style="list-style-type: none"> • WellFood team • Commercial Support Services staff and leadership • HNZ staff

About you – to succeed in this role

You will have

Essential:

- Basic understanding of food safety rules.
- Some prior experience working in a kitchen or food preparation role.
- Basic knife skills.
- Knowledge of different cooking methods.
- A friendly and positive attitude.
- Ability to follow instructions.
- Ability to work as part of a team.
- Basic communication skills.
- Reliability and punctuality.

You will be able to

- Listen carefully and follow instructions.
- Work quickly and efficiently when needed.
- Stand for long periods and lift some items.
- Work well with different people.
- Keep your work area clean and tidy.
- Be on time for your shifts.
- Ask questions when you are not sure about something.
- Talk to others in a clear and friendly way.
- Learn new recipes and tasks quickly.
- Manage multiple tasks at your station during busy times.

This position description is a guide to the main tasks and duties in your role so you have a basic idea, there will be other tasks which we do expect you to do, but for any big changes we'll talk to you first.