

Employment

Position Description

Position:	Cafe Assistant
Award:	Lyndoch Living (Health and Allied Services, Managers and Administrative Officers) Enterprise Agreement 2016-2020
Classification:	Food & Domestic Services Assistant (HA1)
Qualifications:	Food Handling Certificate Barista Certificate highly regarded

Position Objective(s)

To work as a member of the Café Connect staff preparing, cooking and serving light meals, slices, cakes and tea/coffee to Lyndoch Living residents, their families, staff and members of the public.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "nine pillars" have been identified.

- **One Team**
We value and recognise individuality as a vital part of developing a unified voice.
- **Pride**
We support pride and passion in our work and in doing so, we attract others who share our values.
- **Welcoming Workplace**
We encourage warm, friendly and respectful interactions across all aspects of our service.
- **Yes Culture**
We always start with 'yes' in every deliberation.
- **Customer Service**
We ensure that customers feel engaged and valued in every interaction.

- **Innovation**
We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.
- **Fun and Enjoyment**
We recognise that fun and enjoyment are critical to success.
- **Social Purpose**
Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.
- **Safety**
We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

Key Responsibilities and Duties

General Café Duties

Deliver excellence in customer service to all patrons of the Café.

Prepare and cook high quality light lunches, cakes and slices

Prepare quality hot beverages made to order.

Assist with all food and beverage service functions including the plating, serving, delivery and collection functions.

Treat all consumers with dignity, compassion, and respect at all times.

Assist in the ordering of supplies to ensure adequate stocks are always available.

Ensure the Café is presented to a high standard by the effective and efficient cleaning of designated surfaces, fixtures, and fittings in the Café.

Maintain cleanliness of whole café including floors in Café by either mopping or scrubbing when required.

Clean food preparation and consumption areas, cooking equipment and utensils.

Participation in waste disposal and recycling systems; general garbage, paper, cardboard and co-mingle recycling.

Undertake food safety compliance audits and record keeping in accordance with food safety guidelines.

Replenish refrigerator and pantry supplies

Infection prevention

Be aware of and abide by Lyndoch Livings Infection Prevention Committee's policies and procedures.

Actively work towards prevention of infection.

Responsible for personal adherence to and encourages others in adherence to standard and additional precautions.

Ensure that all cleaning and other work is carried out in a safe and effective manner in accordance with OH&S policies, procedures and legislation requirements

Regulatory Compliance

Undertake all food handling activities in accordance with food safety guidelines.

Ensure all waste disposal services comply with food safety guidelines.

Undertake all duties in accordance with statutory requirements including Manual Handling, Dangerous Goods, Hazardous Substances, and Infection Prevention guidelines.

Organisational Relationships

Reports to:	Café Team Leader / Food Services Manager
Supervises:	Nil
Internal Contacts:	All Lyndoch staff, residents, clients, families
External Contacts:	Members of the Public, Contractors, Suppliers

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilized:

- Knowledge and experience in preparing and producing quality foods including light lunches, cakes, slices, soups etc
- Experience in the hospitality industry, particularly food handling is essential; specific experience in an aged care environment would be an advantage.
- Appropriate Food Handling training is essential.
- A demonstrated understanding of cleaning materials and techniques.
- Ability to work under limited supervision, either individually or as a team.
- Experience in preparing quality hot beverages to order.

Management Skills

The following management skills are required to be utilized:

- Ability to priorities and complete tasks to an agreed time frame.
- Demonstrated ability to work independently and as part of a team

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Excellent customer service skills and the ability to communicate with a diverse range of people.
- Ability to appreciate and utilise knowledge and skills offered by colleagues and Supervisors.
- The ability to work independently and co-operatively as a team member.

General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures.
- Commitment to ensuring standards of excellence are established and maintained by actively supporting and implement practice in keeping with that Aged Care Standards and Accreditation Agency framework
- Participate in relevant training to ensure continued professional development for the betterment of the organisation.
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities.

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)

Signature

Date

Authorised by: Ed Rhode – Director of Technology Strategy & Transformation
Date: July 2020

Appendix 1

General Conditions of Employment

Terms and Conditions of Employment

The conditions of employment are in accordance with the relevant Award and Agreement to which you are employed under. Copies of Awards and Agreements are available from the Human Resources Department.

Performance Review

In order to assist your development in your role, your manager and you will annual review your personal effectiveness in your role.

The performance review is a formal means of receiving feedback on your performance and of discussing training, development and career opportunities.

Probationary Period

This position is subject to a six (6) month probationary period during which time mutual suitability will be determined. During the probationary period either party may terminate the employment by giving two weeks' notice in writing.

At the expiration of the probationary period, should the appointment be confirmed, the terms of the Position Description and these Conditions of Employment will continue to apply to your employment.

Termination

Employment may be terminated in accordance with the provisions of the relevant Agreement.

Policy and Procedures of the Employer

The Employer directs you to abide by the policies and procedures of the Employer as varied from time to time.

Apparel and Equipment

You are required to use/wear safety equipment and apparel provided to you by the Employer and to abide by all the Employer's safety rules and regulations.

Notification of Prior Injury

Under the Accident Compensation Act 1985, the Employer requires you to disclose all pre-existing injuries and diseases which you foresee could be affected by the nature of your employment. Failure to do so may render you ineligible for Workers' Compensation in some circumstances. You are required to complete and return the Pre-injury Declaration Form as attached.

Appendix 2

Pre-existing Injury Declaration Form

Please complete and return with your Application for Employment

In accordance with s.82(7)-(9) of the *Accident Compensation Act 1985 (Vic)* ("the Act"), you are required to disclose any or all pre-existing injuries, illness or disease (pre-existing conditions) suffered by you which could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by your performing the responsibilities associated with the employment for which you are applying with Lyndoch Living ("the employment")

In making this disclosure, please refer to attached position description, which includes a list of responsibilities and physical demands associated with the employment.

Where you have a pre-existing condition, consideration will be given to reasonable modification to the environment or tasks if at all possible or practicable.

Please note that, if you fail to disclose this information or you provide false and misleading information in relation to this issue under s.82(8) and s.82(9) of the Act you and your dependents may not be entitled to any form of workers compensation as a result of the recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing condition arising out of, in the course of, or due to the nature of your employment.

Please note that the giving of false information in relation to your application for employment with Lyndoch Living may constitute grounds for disciplinary action including termination of your contract.

Employee Declaration

I _____ (print name) declare that:

I have read and understood this form, position description and have discussed the employment with Lyndoch Living. I understand the responsibilities and physical demands of the employment.

I acknowledge that I am required to disclose all pre-existing conditions which I believe may be affected by me undertaking the employment.

I acknowledge that failure to disclose the information or providing false and misleading information may result in invoking section 82(7)-(9) of the *Accident Compensation Act 1985 (Vic)* which may disentitle me or my dependents from receiving any workers compensation or any pre-existing condition which I may have arising out of, in the course of, the employment.

Please delete whichever of the following statement is **NOT** applicable

I have suffered no prior injuries that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

OR

I have suffered the following conditions that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

Please list details for all pre- existing conditions

I acknowledge and declare that the information provided in this form is true and correct in every particular.

Applicants Signature

Print name of Applicant

Witness Signature

Print name of Witness

Date

Date

Office Use Only

Additional Comment/ Requisite Modifications
(To be completed by Senior Manager/ CEO)
