



## JOB DESCRIPTION Kitchen Assistant

<b>Date:</b>	April 2021
<b>Responsible to:</b>	Kitchen Coordinator
<b>Functional Relationships:</b>	Chief Executive Senior Management Team Charge Nurse Nursing Staff Infection Control Resource Nurse Health and Safety Officer Quality Assurance Coordinator Allied Health Education and Research Funding Team Support Services Team Human Resource Officer Staff Teams and Volunteers

### Purpose

- To provide food services for inpatients of Arohanui Hospice, in a way that caters for their special needs or desires and offers a nutritional balance.
- To manage own workload and prioritise tasks and duties effectively
- To maintain a safe working environment

### Key Responsibilities and Tasks

#### To provide weekday kitchen assistance and to perform other tasks as directed by the Kitchen Coordinator

- Meals/food services are delivered in a caring and professional manner in accordance with hospice philosophy of holistic and compassionate care for patients
- Breakfast, morning tea, a three-course lunch, afternoon tea and a light three-course evening meal are provided to inpatients on week days
- Morning tea and a three-course lunch is provided to Day Stay patients on Tuesdays and Thursdays, and special requests/requirements by Day Stay Coordinator accommodated where possible
- Nonstandard meals are provided for individual patients or family members when requested by nursing staff
- Meals are well presented, tasty, nutritious, appropriate for palliative care patients, and of suitable variety, quantity and temperature
- Menu planning is carried out one month ahead of time
- Baked items are provided for morning/afternoon teas and supper
- Any special patient needs, requests or diet requirements are catered for, where possible
- Individual consultation with patients and/or their families regarding suitable food ideas, are provided as required

**To cook weekend lunches for inpatients and Day Stay patients of Arohanui Hospice, in a way that caters for their special needs or desires and offers a nutritional balance from time to time.**

- Meals/food services are delivered in a caring and professional manner in accordance with hospice philosophy of holistic and compassionate care for patients
- A three-course lunch is to be provided to inpatients on weekends.
- Nonstandard meals are provided for individual patients or family members when requested by nursing staff
- Meals are well presented, tasty, nutritious, appropriate for palliative care patients, and of suitable variety, quantity and temperature
- Any special patient needs, requests or diet requirements are catered for, where possible

**To ensure the hospice kitchen complies with relevant regulations and quality requirements.**

- Patient confidentiality is maintained at all times
- Health and safety regulations are complied with
- Food safety regulations are complied with
- Hygiene standards are maintained
- Cleaning is carried out as per the cleaning schedule
- Quality accreditation requirements are complied with.
- Quality improvements are recommended to Kitchen Coordinator where necessary
- Arohanui Hospice Policies and procedures are met at all times

**To manage workload and achieve deadlines ensuring that individual patient needs are met.**

- Workloads are managed efficiently at all times.
- Administrative duties and requests for extra catering are prioritised in order of importance, and in such a manner that the provision of meals to patients is not compromised
- Any concerns about workload or prioritisation are discussed with the Kitchen Coordinator

**To maintain a safe working environment and to meet Arohanui Hospice Health & Safety standards at all times**

- A clean and tidy workplace is maintained
- Take responsibility for the health and safety of yourself and others in partnership with the organisation
- Potential hazards are identified and reported
- Inform Kitchen Coordinator of any maintenance requirements noticed

**To demonstrate acceptance and understanding of the Treaty of Waitangi and its principles**

- Integrate the principles of the Treaty of Waitangi into practice wherever practical
- Is aware of appropriate cultural protocols and practices of Arohanui Hospice services.
- Develops partnerships with AH teams and stakeholders as appropriate.

### **Health & Safety**

- Take responsibility for the health and safety of yourself and others, in partnership with the organisation
- Accidents and incidents are reported according to procedures
- Ensure all hazards are identified and reported

## Person Specification

### Knowledge and Experience

- Previous and proven record of 'cooking' within a service industry
- Previous experience meeting deadlines whilst coping with unexpected requests
- Good understanding of basic Food safety and hygiene essential

### Personal Attributes

- Ability to work autonomously as necessary
- Be able to use initiative and present with good problem solving skills
- Strong organisational skills required
- Must be patient focused and have an understanding and acceptance of the Philosophy of care provided by Arohanui Hospice
- Must have a proven record of reliability and commitment
- Must be a team player with ability to adapt to changing requirements and to meet the demands and changes within the workplace
- Must be willing to learn

### Qualifications

- Hold a Basic Food Safety Certificate and/or be prepared to attend training as necessary

## Signatures

### Supervisors Name

Signature:

Date:

### Position Holders Name

Signature:

Date:



## AROHANUI HOSPICE – EXCELLENCE FRAMEWORK

Guiding Principles	'Principles in Action' requirements and indicators
<b>Patients, families and whānau are at the centre of everything we do</b>	<ul style="list-style-type: none"> <li>• Place support, care and education for patients and families as first priority</li> <li>• Ensure care, decision-making and care planning is based on a respect for the uniqueness and diverse needs of the patient, their caregiver/s and family</li> <li>• Facilitate active partnerships between patients, families, whānau, carers, staff and volunteers</li> </ul>
<b>We are committed to honest, transparent and visible processes that reflect our core values</b>	<ul style="list-style-type: none"> <li>• Incorporate opportunities for open discussion within processes</li> <li>• Enable easy access to knowledge and resources</li> </ul>
<b>Staff and volunteers - our most valuable assets - buy-in, engage with, and grow through the journey to excellence</b>	<ul style="list-style-type: none"> <li>• Participate in two-way communication that grows understanding and fosters discussion around Framework principles, processes and initiatives</li> <li>• Ensure staff know where they fit and how they can influence the journey to excellence</li> <li>• Recognise excellence in organisational practices, care delivery, education, research and support services</li> <li>• Develop professionalism and expertise through:               <ul style="list-style-type: none"> <li>○ a variety of modern approaches to provide staff/volunteer enrichment</li> <li>○ forums to share ideas</li> <li>○ workforce development that supports a range of health care settings</li> <li>○ evaluation that informs professional development</li> </ul> </li> </ul>
<b>Ongoing evaluation within service delivery supports continuous learning and improvement</b>	<ul style="list-style-type: none"> <li>• Align systems with evaluation processes</li> <li>• Measure what matters - use evaluation to identify and implement improvements that add value to service delivery</li> <li>• Be ready and willing to respond and adapt to changing needs and / or new opportunities identified through evaluation</li> <li>• View evaluation as an essential enabler to excellence within all aspects of service delivery</li> </ul>
<b>Arohanui Hospice is recognised as an organisation that embraces diversity, equity and inclusivity</b>	<ul style="list-style-type: none"> <li>• Ensure care delivery and organisational practices can adapt to meet diverse needs – cultural / ethnic, gender, sexual orientation, religion / beliefs</li> <li>• Be transparently inclusive</li> <li>• Act as a leader in cultural integration</li> <li>• Be responsive to the needs of cultural and minority groups</li> <li>• Treat all with courtesy, equity and fairness</li> </ul>
<b>Governance and leadership establishes and motivates support for an excellence-focused culture</b>	<ul style="list-style-type: none"> <li>• Leadership drives the delivery of strategy, actively seeking staff contribution to service delivery improvement and innovation</li> <li>• All staff are able to demonstrate leadership and a high level of specialist knowledge in palliative care</li> <li>• Resources are prioritised (people, funding, process and technology improvements) towards excellence-focused initiatives</li> <li>• Continually reference Arohanui Hospice's mission, vision and values within the drive for excellence</li> </ul>
<b>We build and sustain organisational capability and resilience</b>	<ul style="list-style-type: none"> <li>• Attract, retain, support and develop the highest quality work force</li> <li>• Look first to harness the best use of current resources</li> <li>• Be realistic about what is achievable</li> <li>• Focus on building capabilities that in turn build resources:               <ul style="list-style-type: none"> <li>○ Use deliberate processes to develop skills and knowledge</li> <li>○ Develop partnership and support networks</li> <li>○ Establish sources for expert advice</li> <li>○ Publicise achievement and evidence-based stories of excellence within palliative care to establish organisational credibility</li> </ul> </li> </ul>