

<b>Position title:</b>	Servery Assistant	<b>Position reports to:</b>	Care Manager			
<b>Background</b>						
<p>Shepparton Retirement Villages (SRV) is a non-for-profit community based organisation that was founded by the Rotary Club of Shepparton back in 1968. Since that time SRV has become the largest provider of aged care services in the Shepparton region.</p> <p>SRV is responsible for the delivery of care across 271 residential aged care beds, 288 independent living units and 26 aged care packages. Services are delivered across 3 campuses however our care packages are delivered across Shepparton and the region. The 3 campuses are:</p>						
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<b>Role Statement</b>						
<p>This position has broad responsibilities for the cleaning of all equipment and utensils in the Servery of the Care Facility, and for assistance with the preparation and serving of meals.</p> <p>Responsible for maintaining the Care Facility as a clean infection free, pleasant and comfortable facility.</p>						
<b>Additional Information</b>						
<p>All staff within Aged Care Facilities work as members of a team and tasks are divided between team members. Facilities operate on a twenty-four hour basis and all staff are required to work variable shifts. The requirement for flexibility of work location, the willingness to work varied shifts and occasionally at short notice is considered of utmost importance to the smooth running of the Facilities at Shepparton Villages Inc.</p>						
<b>Reporting Statement/ Working Relationships</b>						
<p>The position will report to the Care Manager, however on a day to day basis the team leader will provide directions</p>						

Key Selection Criteria		
<b>Qualifications/Skills:</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• A high level of verbal, written and interpersonal communication skills</li> <li>• Excellent team working skills</li> <li>• Flexible</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Safe Food Handlers certificate</li> <li>• Certificate relevant to cleaning</li> </ul>	
<b>Additional Information</b>	<ul style="list-style-type: none"> <li>• The position is part time working up to 76 hours per fortnight.</li> <li>• A police check/criminal record check is required prior to employment</li> <li>• A current valid police record check</li> <li>• Redeployment to other services may be required</li> <li>• The probationary period for this position is 6 months</li> </ul>	
Key Result Areas	Key Activities	Standard Measures
Demonstrate and uphold the mission, values, foundation of care and vision of Shepparton Villages	<ul style="list-style-type: none"> <li>• Ensure that the values of Shepparton Retirement Villages are incorporated into daily practices in relation to all your activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated behaviour reflects compassion, respect, honesty and innovation</li> </ul>
Work schedules are completed to the appropriate standard and within the required timeframe	<ul style="list-style-type: none"> <li>• Complete work schedules provided.</li> <li>• Prepare, re-heat and present food for all residents within the care facility.</li> <li>• Maintain a high standard of food preparation and follow SRV standard recipes</li> <li>• Rotate stock, stack shelves and assist with the unpacking of deliveries as required</li> <li>• Ensure that all cooking equipment and utensils are clean and sanitised.</li> <li>• Assist with the clean and hygienic maintenance of the kitchen as per the schedules provided.</li> <li>• Complete cleaning record as per the schedules provided.</li> <li>• To ensure that all floors, staff rooms and staff change rooms are clean and sanitised.</li> </ul>	<ul style="list-style-type: none"> <li>• All scheduled work is completed on time and to specifications provided.</li> <li>• All foods prepared are of high quality and are nutritionally sound</li> <li>• All foods have been prepared and handled in accordance with SV Food Safety Plan guides</li> <li>• Store rooms are clean and tidy and all stock is used in correct date order</li> <li>• All equipment and utensils are clean and sanitised and comply with Food Safety Plan Guidelines</li> <li>• All areas are clean and hygienic at required audit standards.</li> <li>• Check sheets are completed on time as required</li> </ul>
Provide a resident focused service	<ul style="list-style-type: none"> <li>• Recognise that each Resident is regarded as an individual with human rights and therefore always to be treated with respect and consideration.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates that each Resident is regarded and valued as an individual, and that their privacy and dignity is always maintained.</li> </ul>

Be an effective team member	<ul style="list-style-type: none"> <li>• Work collaborately with all team members</li> <li>• Openly discuss any issues that arise with team members and management</li> <li>• Promotes positive culture through active engagement in the workplace through concepts of <ul style="list-style-type: none"> <li>• Choose your attitude</li> <li>• Be there for all</li> <li>• Make their day</li> <li>• Have fun</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• The servery team complete their daily tasks effectively</li> <li>• All team members feel supported to raise concerns and issues are resolved easily</li> <li>• Demonstrated behaviour reflects the right attitude</li> </ul>
Take reasonable care to protect the health and safety of yourself, fellow staff and others in the workplace	<ul style="list-style-type: none"> <li>• Read OH&amp;S Policies and Procedures and follow principles in work practices.</li> <li>• Report personal incidents and hazards promptly using the appropriate paperwork.</li> <li>• Practice safe handling and use of chemical</li> <li>• Use protective equipment and clothing when using chemicals.</li> <li>• Practice the principles of personal hygiene and presentation</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding and commitment to OH&amp;S policies and procedures.</li> <li>• Demonstrates a sound knowledge and application of the hazard reporting system.</li> <li>• Evidence of safe storage and usage of chemicals</li> <li>• Protective clothing and equipment is used when required as per the SRV policies and procedures.</li> <li>• Evidence of good presentation is observed</li> </ul>
Ensure effective lines of communication are developed and maintained.	<ul style="list-style-type: none"> <li>• Promote and actively demonstrate open honest communication with excellent listening, verbal and nonverbal skills.</li> <li>• Inform Care Manager or In Charge person of any problems identified</li> <li>• Attend and participate in relevant meetings as required</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated ability to communicate with other staff members within the team and to participate in meetings and informal problem solving groups as required or directed by the Care Manager or In Charge person</li> <li>• Issues are brought to the attention of the Care Manager or In Charge person as soon as is practicable.</li> <li>• Attends and contributes to discussions at meetings</li> </ul>
Professional Development and Education	<ul style="list-style-type: none"> <li>• Attend all Mandatory Training as identified for this position</li> <li>• Participate in professional development and the performance appraisal process.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates or provides a record of study days or in-service attendances and achievements or qualifications gained.</li> <li>• Demonstrates a willingness to identify, develop and achieve objectives to improve own personal performance through the performance appraisal process.</li> </ul>
Use resources efficiently and effectively	<ul style="list-style-type: none"> <li>• Ensure that all equipment is used appropriately to maximise length of use</li> <li>• Food is used in date order to minimise wastage</li> </ul>	<ul style="list-style-type: none"> <li>• Replacements are minimised by appropriately looking after the cleaning equipment</li> <li>• Wastage of food is minimal</li> </ul>
Meet the needs of the organisation, residents, consumers and employees	<ul style="list-style-type: none"> <li>• Undertake any other tasks commensurate with the classification of this position</li> </ul>	<ul style="list-style-type: none"> <li>• Meet the needs of organisation, residents and staff</li> </ul>

Personal Competencies required	Job Competencies Required
<ul style="list-style-type: none"> <li>• Reliable and punctual</li> <li>• Ability to work within timelines</li> <li>• Ability to work as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work unsupervised</li> <li>• Ability to work from verbal and written instructions</li> <li>• Effective communication skills</li> </ul>

Employees Name \_\_\_\_\_ Employees Signature \_\_\_\_\_ Date \_\_\_\_\_

Managers Name \_\_\_\_\_ Manager Signature \_\_\_\_\_ Date \_\_\_\_\_