

KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6) Job Holder is accountable for:	Key Performance Indicators (SMART) Job Holder is successful when:
<p>Operational Excellence</p> <ul style="list-style-type: none"> • Ensure the team produces quality work in an efficient manner • Ensure assets (e.g. ovens) function effectively and replace as needed • Review food menu plans to ensure they meet food and nutrition guidelines • Treat complaints as an opportunity to improve 	<ul style="list-style-type: none"> • Work outputs are produced efficiently and do not require rework or correction • Functioning assets and adequate replacement plans in place • Relevant and response hospital menu plans in place • Innovative solutions are developed to strengthen practices
<p>Catering services</p> <ul style="list-style-type: none"> • Prepare and cook meals for patients according to food safety and hygiene practices • Adhere to food safety practices and hygiene including the appropriate use of PPE • Monitor portion control to minimise wastage and overeating • Ensure food delivered to patients in the wards or staff at special functions is of high standards 	<ul style="list-style-type: none"> • Meals are prepared safely and efficiently • Food safety practices and hygiene are adhered to • Portions are well controlled and meet dietary requirements • Quality presentation of food
<p>Quality services</p> <ul style="list-style-type: none"> • Implement food safety protocols, standards and guidelines • Check food, resources/or supplies received for quality and freshness • Ensure appropriate use of food ingredients to minimise wastage • Prepare patient meals according to menu plans to provide nutritious and varied diet • Prepare special diets for the specific needs of patients in consultation with clinical staff • Report allergic reactions or other findings to Supervisor 	<ul style="list-style-type: none"> • Protocols, standards and guidelines are implemented effectively • All food ingredients, resources/supplies received are quality and fresh • Excellent food storage and use • Menu plans adhere to dietary requirements • Special diets meet patient needs • Timely reporting of food-related incidents to prevent negative outcomes for patients/clients
<p>Teamwork</p> <ul style="list-style-type: none"> • Demonstrate the Public Service and TMO values and build positive team culture • Participate in relevant training and professional development opportunities • Contribute to the division's goals with great ideas and excellent performance • Complete performance appraisals in a timely manner • Continuously improve work performance • Monitor performance and always keep Supervisor informed of work progress • Perform other duties as required 	<ul style="list-style-type: none"> • Embrace Public Service and TMO values • Training contributes to improved performance • Division achieves its targets • Performance appraisals submitted on time • Always seeking and implementing better ways of doing work • Supervisor is pleased with work performance • Service area and TMO functions effectively

WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Ensure customised meal plans prepared meet special dietary requirements
2	Managing consumer expectations and provision of quality services
3	Ensure food preparation and presentation techniques produce tasty and nutritious meals that also meet food safety requirements

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

Financial	Nil
Staff	Nil
Contractual	Nil

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. (*List the external and internal types of functional relationships*)

Internal	Nature of Contact	External	Nature of Contact
Supervisor (Sous Chef)	Training, reporting, service improvements <i>(Liaising-Light)</i>	Patients and health service users	Service delivery, public safety <i>(Interact/Serve)</i>
Clinical, allied health	Service delivery and improvements <i>(Liaising-Medium)</i>	Local suppliers	Supplies and service improvement <i>(Interact)</i>
Planning and Funding staff	Payroll, training, HR advice <i>(Liaising-light)</i>		

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> • Certificate in Food and Science or equivalent • Annual Food License 	<ul style="list-style-type: none"> • Diploma in Food and Science or equivalent

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> • Minimum two years' work experience in food and beverage services 	<ul style="list-style-type: none"> • Over two years' experience food and beverage services in hospital settings

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> • TMO food safety protocols, procedures and guidelines • Food safety and handling techniques
Advanced	<ul style="list-style-type: none"> • Understanding of TMO food safety policies and protocols and legal requirements in the: Health Act, Public Health Act and Food Act • Honest and trustworthy goes the extra mile
Working	<ul style="list-style-type: none"> • Solution focused and adaptable to change • Knowledgeable in infection control and emergency protocols

	<ul style="list-style-type: none"> • Actively seeks ways to improve services and processes • Willing to learn new skills and apply/share new knowledge • Experience in menu planning and catering services • Experience in food and beverage service and food preparation • Work well under pressure and within time limits • Experience with hot and cold food preparation • Check food and ingredients for freshness • Ability to use ovens, slicers, mixers, grinders, food processors etc. • Weigh, measure, mix and prep ingredients according to recipes • Steam, grill, boil, bake or fry meats, fish, vegetables and other ingredients • Arrange and garnish dishes to provide professional looking meals • Ensure kitchen, equipment and utensils are kept clean at all times
Awareness	<ul style="list-style-type: none"> • Up to date with food, nutrition and cooking trends • Population health trends and issues in the Cook Islands

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

Secretary of Health

Date

Employee

Date