

# Job Description

*Hospice Taranaki works in partnership with patients, their families/whanau and organisations to provide and influence best practice care, support and understanding at the end of life.*

<b>Position title</b>	Assistant Cook / Housekeeper
<b>Reports to</b>	Volunteer and Hospitality Services Manager
<b>Last updated</b>	12 January 2021

## Position Summary

To provide a high standard of kitchen (catering) and housekeeping services which meet the needs of patients, staff and volunteers

## Functional relationships

- CEO
- Clinical Services Director
- Doctors and Nurses
- Volunteers
- Volunteer and Hospitality Manager
- Medical Director
- Head Cook/ housekeeper
- Patients and families

Key Objectives	Performance indicators/outcomes
<b>Kitchen Services</b>	<ul style="list-style-type: none"><li>• Meals and food will be of a high standard and meeting patient/staff/visitor requirements.</li><li>• Cleaning schedules are completed and kept up to date.</li><li>• Requests for special event catering are accommodated.</li><li>• In the event of insufficient staff or volunteers being available, being prepared to fill in.</li><li>• Preparation of patient meals and housekeeping duties as required.</li></ul>
<b>Housekeeping services</b>	<ul style="list-style-type: none"><li>• Laundry and other cleaning duties are completed daily, including filling in if other staff or volunteers cannot keep up with the workload, or in the case of unforeseen absence.</li><li>•</li></ul>
<b>Teamwork and staff performance</b>	<ul style="list-style-type: none"><li>• Works closely and co-operatively with other kitchen staff and volunteers.</li><li>• Attends regular meetings with the VSC/Housekeeping Manager</li><li>• Works closely with volunteers in all aspects of meal preparation, cleaning, laundry, etc.</li><li>• Maintains good working relationships with the nursing, medical and admin staff.</li></ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"><li>• With the Head Cook/ Housekeeper maintain health and safety and hygiene standards and legislative requirements as they relate to the kitchen and housekeeping.</li></ul>

<b>Planning and Organisational skills</b>	<ul style="list-style-type: none"> <li>Is able to work autonomously, meets deadlines. Manages conflicting priorities.</li> </ul>
<b>Variation to duties</b>	<ul style="list-style-type: none"> <li>Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope of function of this position. Duties and responsibilities and be amended from time to time by either addition, deletion or straight amendment however this will only be done in consultation with the employee.</li> </ul>

<b>Capability requirements:</b>	<p>Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for any team role in the organisation. The required capabilities can change as the organisation develops and the roles change.</p>
<b>Effective communication</b>	<ul style="list-style-type: none"> <li>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making.</li> </ul>
<b>Decision Making / Problem Solving</b>	<ul style="list-style-type: none"> <li>Demonstrates effective and timely decision making /problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilising available resources. Is proactive and effective when problem solving is required.</li> </ul>
<b>Innovative/initiative</b>	<ul style="list-style-type: none"> <li>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements or from an innovative solution.</li> </ul>
<b>Resilience /flexibility</b>	<ul style="list-style-type: none"> <li>Articulates differing perspectives on a problem and will see the merit of alternate points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</li> <li>Can identify when needs the assistance/support of supervision or EAP and seeks that support.</li> </ul>
<b>Cultural Safety</b>	<ul style="list-style-type: none"> <li>Demonstrates a commitment to cultural safety by meeting and exceeding cultural needs of customers/clients/colleagues. Manages cultural ambiguity and conflicting priorities well.</li> <li>Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.</li> <li>Demonstrates commitment to the culture and philosophy of Hospice Taranaki.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Works to build team spirit, facilitates resolution of conflict within the team, promotes / protects reputation, shows commitment to contributing to team success.</li> </ul>

**Interpersonal Skills**

- Have Excellent communication skills
- Enthusiasm and initiative
- Flexibility, adaptability and willingness to undertake a variety of duties
- Neat and tidy appearance

**Education and Qualification and Experience**

- Food Safety Certificate preferred

**Fit with HT Values**

**It is expected that our employees will be aligned with our organisation's values as below**

Fairness - Tika

Honesty - Pono

Choice - Puwharu

Respect - Whakaute

Compassion - Aroha

Trust - Whakawhirinaki

Dignity – Whakarangatira

- Are professional in dealings with others
- Demonstrate respect for other staff, clients and community group members
- Understand the need for confidentiality
- Apply the principles of the Treaty of Waitangi to aspects of their job as appropriate
- Interact with other agencies and organisations
- Display a high standard of personal presentation

**Date Effective:**

**Manager's Signature:**

**Employee's signature:**