

## Position Description

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|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position:</b>             | Cook                                                                                                                                         |
| <b>Department:</b>           | Catering and Environmental Services                                                                                                          |
| <b>Location:</b>             | 12 Easton Street Omeo, Victoria                                                                                                              |
| <b>Reports to:</b>           | Catering and Environmental Services Supervisor                                                                                               |
| <b>Classification:</b>       | As per award                                                                                                                                 |
| <b>Enterprise Agreement:</b> | Victorian Public Health Sector (Health and Allied Services, Manager & Administrative Workers) Single Interest Enterprise Agreement 2021-2025 |
| <b>Employment Type:</b>      | Cook – GR1                                                                                                                                   |

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### The Organisation

Omeo District Health (ODH) is a Small Rural Health Service that provides a wide range of health and support services to our local communities. These include urgent care, acute care, transition care, residential aged care, primary care, home-based care and community-based/district nursing.

Located in the East Gippsland High Country, ODH serves the Omeo and District region as the gateway to Victoria's spectacular Alpine region. The area is surrounded by national parks, mountains, rivers, and lakes, offering year-round outdoor recreation. Omeo is home to the newly opened Omeo Mountain Bike Park and is situated just 55 kilometres from Hotham Alpine Resort.

Consistent with our purpose, we aim to promote and enhance the health and wellbeing of the people of the East Gippsland High Country.

We do so by:

- Reaching out to our local rural community in the planning and delivering of our services.
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence.
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations.
- Investing in strategic partnerships and alliances that help achieve better service outcomes.

ODH is an equal opportunity employer and has adopted a common set of values and code of conduct that drive our everyday work:

- C** Compassion
- A** Accountability
- R** Respect
- E** Excellence

Our people are at the heart of our organisation regardless of role. Every day, they make a meaningful difference in the lives of our consumers and their families, reflecting our deep commitment to care and community.

Omeo District Health believes that diversity, equity, and inclusion (DEI) are essential to building a thriving workplace and a stronger, more connected community. We are committed to fostering a

culture where everyone regardless of background, identity, or experience is valued, respected and empowered to contribute their best.

## Department

The Food and Environmental services department provides a range of catering and environmental services across the organisation. Catering services provide meals to clients in the hospital (4 beds), residential aged care (14 beds) and community clients via Meals-on-Wheels.

## Position Summary

Working under the supervision of the Head Chef, this role involves following direction, providing constructive feedback, and preparing and delivering pre-planned meals efficiently. The ideal candidate is responsible, professional, highly motivated, and flexible, with a strong commitment to delivering excellent service—often with minimal supervision. Meals will be prepared for a diverse group of consumers and staff.

## Key Responsibilities

### Meals Preparation

- In conjunction with Supervisor, daily preparation and delivery of meals and catering, ensuring meals are prepared on schedule
- If necessary, prepare individual meals to specified dietary requirements as directed by nursing staff/dietician
- In conjunction with supervisor, monitor special orders and catering requests, planning ahead as needed
- Participate in the regular review of menu with Supervisor.
- Monitor kitchen stock and forward stock orders to the Supervisor or place orders as appropriate
- Maintain food safety records and required documentation
- Store delivered stock appropriately ensuring stock rotation.
- Usage and changeover of chemicals as required
- Attend to cleaning and sanitising in the kitchen according to the Food Safety Plan

### Planning and Organising

- Work with the team to plan ahead to identify stock required for the weeks catering menu
- Follow establish systems and procedures to guide work and track progress

### Workplace Culture

- Establish positive and productive working relationships within the organisation and externally
- Model and incorporate ODH values and behaviours outlined in ODH's code of conduct into all aspects of work practice and communications
- Encourage a positive workplace culture supported by respectful and non-discriminatory practices

### Legislation, Regulations and Standards

- Comply with the requirements of relevant legislation, regulations and standards
- Recognise and respect consumer right to privacy, dignity and confidentiality.
- Demonstrate a commitment to and understanding of the Information Privacy Principles

### Privacy, Dignity and Confidentiality

- Recognise and respect consumer right to privacy, dignity and confidentiality.
- Demonstrate a commitment to and understanding of Information Privacy Principles

### Occupational Health and Safety

- Ensures work practices are carried out in accordance to the Occupational Health & Safety policies
- Promotes a safe working environment by identifying and reporting hazards.

### Infection Control

- Promotes optimal infection control practices, appreciating the importance of Hand Hygiene as the single most important factor in reducing the risk of spreading infection.

### Professional Development

- Participates in annual performance review and development program.
- Maintain knowledge required for the performance of the position.

## Key Selection Criteria

Selection assessment will be based on demonstrated expertise, performance and other attributes and qualifications relevant to the role.

### Technical

- Experience of working in a commercial cooking environment, with demonstrated cooking skills and abilities
- Understanding of Food Safety and the approach to maintain high standards of compliance

### Organisational

- Ability to prioritise tasks and work efficiently within the daily work plan
- Ability to work independently and initiate work in a creative and flexible manner.
- Excellent time management and high level of attention to detail.

### Communication

- Ability to communicate effectively with others including consumers and their carers
- Well-developed inter-personal skills to facilitate teamwork and a positive culture within the organisation.
- Demonstrated ability to work with confidential and sensitive information
- Ensure optimal handover of information to support business continuity and positive service outcomes

### Teamwork

- Demonstrated ability to work well within a team environment.
- Demonstrate commitment to co-operation and a team approach
- Demonstrated experience and the ability to work efficiently with a wide range of individuals to provide efficient and effective service provision.

### Other

- Certificate in Safe Food Handling
- Certificate in Food Safety Supervisor.

### Desirable

- Commercial cooking qualifications
- Experience working in the health or residential care fields.
- First Aid Certificate

## Employment Conditions and Compliance Requirements

This position is subject to:

- Valid Australian work rights
- Compliance with vaccination and immunisation requirements in accordance with Victorian Department of Health guidelines
- Completion of mandatory training
- Ongoing compliance with infection prevention and control policies

- Participation in performance review and development processes

The employee must:

- Adhere to relevant healthcare standards including:
  - National Safety and Quality Health Service (NSQHS) Standards
  - RACGP Standards (where applicable)
- Participate in risk management and quality improvement systems
- Use incident reporting systems (e.g. Riskman) as required

## Workplace Culture and Professional Conduct

Employees are expected to:

- Promote a respectful, inclusive and positive workplace culture
- Uphold patient dignity, confidentiality and rights
- Work collaboratively within multidisciplinary teams
- Demonstrate professionalism, reliability and accountability
- Contribute to continuous improvement and service excellence

## Job Analysis: Identification and Physical and Psychosocial Hazards

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

### Physical Hazards Analysis

| Hazard Type                     | Examples in Role                                                        | Potential Risks                                | Control Measures                                                  |
|---------------------------------|-------------------------------------------------------------------------|------------------------------------------------|-------------------------------------------------------------------|
| <b>Cuts and lacerations</b>     | Knife work, food preparation, slicers, can openers                      | Cuts to hands and fingers                      | Knife safety training, cut-resistant gloves, safe work procedures |
| <b>Burns and scalds</b>         | Hot pots, ovens, stoves, steam, hot liquids                             | Burns and scald injuries                       | Oven gloves, heat-resistant pads, safe handling procedures        |
| <b>Manual handling injuries</b> | Lifting food deliveries, moving stock, carrying trays, pushing trolleys | Back, shoulder and muscular injuries           | Safe lifting techniques, team lifting, trolleys                   |
| <b>Slips, trips and falls</b>   | Wet floors, spills, cluttered work areas                                | Sprains, fractures, bruising                   | Prompt spill management, non-slip footwear, good housekeeping     |
| <b>Chemical exposure</b>        | Cleaning and sanitising chemicals                                       | Skin irritation, burns, respiratory irritation | PPE, Safety Data Sheets, correct handling and storage             |

## Psychosocial Hazards Analysis

| Hazard Type                                              | Examples in Role                                       | Potential Risks                                                                                                                                                                                                               | Control Measures                                                                                                                                                                                                                      |
|----------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Workload pressure</b>                                 | Meeting strict meal service times                      | Stress and anxiety                                                                                                                                                                                                            | Appropriate staffing levels and relief coverage.                                                                                                                                                                                      |
| <b>Working alone</b>                                     | Limited supervision and support at times               | Delayed assistance during medical emergencies or injuries, increased stress and anxiety, fatigue, reduced support for decision-making, increased risk when handling hot equipment, knives or chemicals, feelings of isolation | Regular check-ins, clear communication procedures, emergency response training, duress or emergency contact systems, adequate staffing arrangements, safe work procedures, reporting and escalation processes                         |
| <b>Exposure to illness and end-of-life care settings</b> | Working within an aged care and healthcare environment | Emotional distress, grief, compassion fatigue, anxiety, stress, psychological trauma, reduced morale, burnout, exposure to infectious illnesses, impact on mental wellbeing                                                   | infection control training, vaccination programs, Employee Assistance Program (EAP), supervisor support, debriefing opportunities, wellbeing programs, access to counselling services, adherence to PPE and hand hygiene requirements |

## Performance Evaluation and Review

Performance will be reviewed following completion of the probationary period and thereafter through the annual performance development review process, with assessment against agreed key performance indicators and organisational values.

I, .....

Agree to undertake the duties as specified in the position description and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's policies and procedures.

Signature: \_\_\_\_\_

Date: ...../...../.....