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## POSITION DESCRIPTION

<b>POSITION:</b>	<b>Dining Room Service Assistant</b>
<b>DEPARTMENT:</b>	Kitchen
<b>REPORTS TO:</b>	Head Chef
<b>REMUNERATION:</b>	Princes Court Homes Inc (Trading as Princes Court Homes Hostel), ANMF and HSU Enterprise Agreement 2017.

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## ABOUT PRINCES COURT

Princes Court Homes (incorporating Princes Court Homes and Village) is an independent, not for profit, community owned organisation managed by a voluntary Board of Management. Sunraysia's leader in aged care and independent living, Princes Court Homes is a well-respected part of the community.

Princes Court Homes has operated in excess of 60 years with expertise and experience in managing a range of options from independent living through to high care and dementia specific care. We offer an accredited facility, supported by more than 100 staff and provide 55 lifestyle retirement units and a home for 100 permanent and two respite residents.

Princes Court Home's personal centred care philosophy ensures comfort and security for Mildura's aging residents.

## POSITION PURPOSE

Princes Court Homes has newly created the role of Dining Room Service Assistant which will be responsible for providing services connected with the provision of meals and assisting residents whilst attend the dining room.

The successful candidate will have a 'happy and caring can do' attitude whilst providing our residents with the quality dining experience that meets their expectations.

The position requires that the employee is physically able to perform all tasks duties associated with the position, to work in accordance with the philosophy and objectives of the organisation, and to assist with the development and maintenance of continuous quality improvement.

## DUTIES AND RESPONSIBILITIES

- Assisting residents to their tables when required.
- Serving of tea, coffee, water, fruit and serviettes.
- Serving of meals to residents including duties associated with the operation of the kitchen and dining room.
- Interaction with residents.
- Maintaining kitchen hygiene and all food safety practices.

- Assisting with meal preparation including sandwiches/wraps for the Cafe.
- Ensure fruit platters are always kept full in the dining room and resident's units.
- Strip and change tables once a week or as required.
- Clean and wash dishes.
- Clean and maintain equipment used in the performance of tasks (i.e. Food Trolleys)
- Perform special cleaning as required.
- Responsible for the removal of rubbish and waste from the dining room.
- Order of supplies as required in accordance with policy; (hair nets, napkins etc).
- Undertake delivery of all daily Village meals.
- Undertake daily milk and bread run to Resident's units.
- Collect meal trays from Resident's rooms when required.
- Stock replenishment.
- To participate in staff in-service training and education programs.
- A desire to seek continual improvement within the scope of employment
- Other duties are required.

## **WORKPLACE HEALTH AND SAFETY**

- Consult and actively engage staff on Work Health & Safety matters.
- Employees with supervisory responsibilities are accountable for the effective implementation, monitoring, and review of the WH&S policies and procedures within their area of control to meet legislative compliance.
- Champion safety policies and procedures and take all reasonable care to prevent injuries or illnesses occurring at work.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The work environment characteristics and physical demands representative to successfully perform the essential functions of the role:

- Regularly required to, stand, sit, talk, hear, and use hands and fingers to operate a computer and telephone.
- Heavy lifting maybe required.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Ability to stand for an extended period of time.
- Moderate noise (i.e. kitchen and cleaning equipment, computer and phone).

Princes Court Homes has a Minimal Lifting Policy in place.

## **KEY SELECTION CRITERIA**

- Understanding of the importance of quality customer service.
- Very good communication skills.
- A strong interest in engaging and working with older aged people including residents with dementia.
- Ability to multitask and work under pressure in a busy dining room setting.
- Knowledge of cleaning products, their application and use of cleaning equipment.
- A desire to seek continual improvement within the scope of employment.

- Able to work without direct supervision and to organise work routines efficiently.

**ADDITIONAL INFORMATION**

- Princes Court Homes offers employees not for profit salary sacrificing.
- All offers of employment at Princes Court Homes are subject to a six-month probationary period (If new employee).
- An annual performance review linked to objectives set out for the position will be undertaken.
- All offers of employment are subject to a satisfactory National Police Check and provision of current Driver’s License prior to commencement.
- Employees must have the right for permanent employment in Australia.

Princes Court’s Culture	
<p><b>Values</b></p> <ul style="list-style-type: none"> <li>• Person-centeredness</li> <li>• Excellence</li> <li>• Dignity</li> <li>• Effectiveness</li> </ul>	<p>The foundation of our facility is the excellent and committed staff, valued for their contribution to the lives of the people we serve. We work with staff to understand their needs and offer flexibility or advancement through personal development. This ensures we have an engaged, enthusiastic and passionate team to provide the best environment for our residents.</p> <p>Values are based around our residents finding happiness, security, comfort and companionship in what we offer.</p> <p><b>Vision:</b> Excellence in care and lifestyle.</p> <p><b>Mission:</b> We provide choices in high quality and secure aged &amp; residential care and independent living, responding to changing community needs with innovative services and support.</p>

<b>Signed on behalf of Princes Court Homes Inc</b>			
<b>NAME</b>			
<b>REPORTING MANAGER</b>	Kitchen Supervisor		
<b>SIGNATURE</b>		<b>DATE</b>	/ /2020

**Acceptance of the position**

I understand and agree to abide by the responsibilities and duties described in this position description.

<b>NAME</b>			
<b>SIGNATURE</b>		<b>DATE</b>	/ /2020