



# Position Description

## Food Services Manager

**Mission**  
 We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for positive social change.

### Position Purpose and Primary Objectives

**Purpose**

To provide an efficient and effective food service, presenting meals in an appealing and appetizing manner, in accordance with the Enliven Philosophy.

**Primary Objectives**

- Provide direction to staff, ensuring that tasks are completed to the required standards.
- Manage budgetary requirements and ensure that policies and procedures are followed.
- Provide an efficient and effective food service.

Accountability	Expected Outcomes / Key Performance Indicators
<b>Leadership and Management</b>	<ul style="list-style-type: none"> <li>• Provides effective leadership and supervision, being a role model and good example to others.</li> <li>• Develops effective relationships within the Kitchen and wider teams within the Home, with colleagues from other Homes, owners of external contracts and suppliers.</li> <li>• Provides team members with regular, honest feedback, coaching and mentoring that relates to effectively managing operational matters. This</li> </ul>

	<p>includes contributing to/undertaking Performance Appraisals for other team members.</p> <ul style="list-style-type: none"> <li>• Inspiring, motivating and empowering team members to meet and exceed expectations.</li> <li>• Information is shared and assistance, support and cooperation are regularly offered and provided.</li> <li>• Communicate effectively and promptly with all managers and key staff.</li> <li>• Manages budgets within guidelines, ensuring effective and economic use of resources.</li> <li>• Participate in appointing staff to the Kitchen team as required.</li> <li>• Liaison is maintained with Meals on Wheels Coordinator as required</li> <li>• Liaison is maintained with external contract holders</li> </ul>
<p><b>Provide and efficient, effective and safe food service</b></p>	<ul style="list-style-type: none"> <li>• All duties and tasks performed satisfactorily within the allocated time frames.</li> <li>• Food is prepared and served, utilizing appropriate food handling practices</li> <li>• Ensuring you follow relevant policies, procedures and guidelines at all times.</li> <li>• Always maintaining a high level of personal hygiene and presenting a neat appearance.</li> <li>• Following the menu and relevant task lists, including washing dishes as required.</li> <li>• Ensure the kitchen is left in a clean and tidy condition at the end of the shift.</li> <li>• Ensure food is prepared according to residents' specific dietary needs and is presented in an attractive way.</li> <li>• Ensure all processes are consistent with the Home's Food Safety Plan.</li> <li>• Arrange catering and presenting food for specific occasions as directed by the Manager.</li> <li>• Liaising with other staff about resident's daily activities and meeting needs in a nutritional manner.</li> <li>• Direct and delegate to other staff on duty, as appropriate and within their skill, training and competence.</li> <li>• Liaison is maintained with the Dietitian regarding the menu and residents with special needs</li> <li>• Food Safety Plan is followed</li> </ul>
<p><b>Expectations of all PSO Employees</b></p>	
<p><b>Communications / Interpersonal relationships</b></p>	<ul style="list-style-type: none"> <li>• Positive and collegial relationships are developed and maintained.</li> <li>• Verbal and written communication is at a high standard, relevant and appropriate to the audience.</li> </ul>

<b>Performance development and learning</b>	<ul style="list-style-type: none"> <li>• Active engagement with personal development review process.</li> <li>• Personal and professional development goals and objectives are established.</li> <li>• Be responsible for own ongoing education and skills required in designated role.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>• Make recommendations for improvement to services, work practices and / or workflow.</li> <li>• Participate in quality meetings / audits and quality improvement initiatives</li> <li>• Participate in Food Safety Plan audits as required</li> </ul>
<b>Health and Safety</b> <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> <li>• All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.</li> <li>• You are expected to work safely and to actively participate in health and safety programmes in your work area.</li> <li>• All accidents or potential hazards must be reported to your direct line manager.</li> <li>• Participate in the Home's Health &amp; Safety meetings</li> </ul>
<b>Te Tiriti O Waitangi / The Treaty of Waitangi</b> <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> <li>• As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.</li> </ul>
<b>Relationships</b>	
<b>Reports to:</b> Manager	<b>Direct Reports:</b> All kitchen staff
<b>Internal Relationships:</b> Residents Other site staff Other Presbyterian Support Otago staff	<b>External Relationships:</b> Residents' family/whanau, friends Suppliers Members of the public
<b>Person Specifications</b>	
<b>Qualifications/Skills</b> <ul style="list-style-type: none"> <li>• Holding a food handling qualification - unit standard 167 and 168 and any other relevant qualification, e.g. Chef or Cook</li> </ul> <b>Experience/ Knowledge</b> <ul style="list-style-type: none"> <li>• Experience in leadership and /or management.</li> <li>• Having experience and knowledge of food services, preferably in a commercial kitchen.</li> </ul>	

### **Personal Qualities**

- Maintaining the highest standards in food preparation.
- Being committed to PSO's vision and values, Enliven Philosophy and to the total wellbeing of the people in our care.
- Treating everyone with respect and dignity.
- Developing and maintaining good relationships with people.
- Communicating effectively with everyone.
- Being innovative and responsive to individual needs.
- Respecting the confidentiality of both personal information at all times, inside and outside the workplace.
- Demonstrating good time management skills and being able to prioritise effectively.
- Demonstrating initiative and getting on with whatever needs to be done.
- Always working within professional boundaries.
- Working cooperatively within a team and also being able to work independently.
- Being able to work under pressure and manage the physical demands of the position.

### **Physical Requirements**

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

## **Working Together**

### **Our Work**

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

### **Our Organisation**

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

### **Our Team**

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

## Values

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

