

Position	Work Therapy Support Worker (Hospitality)	
Key Requirements (Qualifications, Skills, Knowledge and Experience)	<p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • Diploma of Hospitality Management (Commercial Cookery) • Minimum 3 years' experience in kitchen operations, ordering supplies and delivery of meals to a large number of people. • Catering experience • Understanding and evidence of safe food handling practices. • Ability to work with a diverse team including those from disadvantaged and vulnerable backgrounds • Workplace level 2 First Aid certificate or willingness to obtain. • Highly developed communication skills. • Ability to maintain positive professional relationships with clients and staff. • Current drivers licence. • National Police check is required for all roles at LCM. <p>Desirable Qualifications/Experience:</p> <ul style="list-style-type: none"> • Experience or demonstrated capacity to work in an organisation adopting a Christian ethos. • Working with Vulnerable People Check, or willingness to obtain. • Success in building and maintaining positive key stakeholder relationships. • Positive history of following organisational Policy & Procedures. • Demonstrated time management skills. • Demonstrated history of setting and applying good professional boundaries. 	
Summary of Role (inc. Role Purpose)	<p>Missiondale's operating framework is the Therapeutic Communities model. The Hospitality Work Therapy Support Worker is required to provide supervision and training to people in the Missiondale program by coordinating meal preparation, developing catering services and overseeing the maintenance of the kitchen plant and equipment. This requires the person to develop working relationships with management, peers, other staff, stakeholders and other functional areas within the organisation.</p>	
	Key Responsibilities	Key Performance Indicators (observable and measurable)
Cooking & Catering	<ul style="list-style-type: none"> • Oversee menu preparation and food ordering for Missiondale. • Liaise with Garden Program in the supply of fresh, healthy provisions. • Liaise with City Mission Operations for food orders. • Oversee catering menu, preparation, and delivery of food for events. • Ensure safe food guidelines are followed at all times. • Ensure cleanliness and compliance of Missiondale kitchen. 	<ul style="list-style-type: none"> • Varied menu made available. • Food stocks managed well with minimal waste. • Produce from garden utilised in menus. • Food ordered in line with policy. • Catering managed to reasonable expectations. • Catering for events is timely and presentation of food is excellent. • Food safety maintained at all times. • Kitchen meets all required health and safety standards at all times
Training & Supervision	<ul style="list-style-type: none"> • Provide basic kitchen skills training. • Provide basic hospitality training. • Provide training in safe food practices. • Support residents' participation in the kitchen in preparation of meals. 	<ul style="list-style-type: none"> • Residents are well trained in basic kitchen, hospitality and food safety skills. • Residents are well supervised in meal preparation. • Residents report receiving support.

	<ul style="list-style-type: none"> Supervise in a manner that builds residents' confidence and self-esteem. 	<ul style="list-style-type: none"> Residents display increased confidence in kitchen and catering skills.
WHS	<ul style="list-style-type: none"> Operate with a Duty of Care for self, colleagues and clients. Operate within the organisation's WHS policy and guidelines. Maintain professional boundaries in line with policy. Participate in regular clinical supervision. 	<ul style="list-style-type: none"> WHS policy and guidelines are followed. Professional boundaries are maintained. Undertakes authorised number of supervision sessions per annum. Employee reports feeling adequately supported.
Learning and Innovation	<ul style="list-style-type: none"> Participate in ongoing personal and professional development strategies and individual plans to improve job performance and work relationships. Participate in performance management reviews and staff reviews. 	<ul style="list-style-type: none"> Shows initiative in identifying training and professional development programs and bringing to the attention of Management. Contributes to and participates in Performance Review processes.

LAUNCESTON CITY MISSION VALUES

Faith	We have confidence that ethical actions will bring good results.
Justice	We take personal responsibility to uphold what is pure, right and true.
Compassion	We invest whatever is necessary to heal the hurts of others.
Flexibility	We are attentive and responsive to the changing needs in our community
Enthusiasm	We express joy in our work as we give it our best effort.

I confirm I have read and understood this Position Description.

Name of Worker: _____ Signature: _____ Date: _____