POSITION DESCRIPTION

Catering Assistant

Hospitality Services

REPORTS TO	Head Chef ,Hospitality Services Coordinator
KEY RELATIONSHIPS	All Staff, residents and families suppliers as required
AGREEMENT / AWARD	Carinya Home for the Aged – Support Staff Enterprise Agreement
HOURS OF WORK	In accordance with the employment contract

About Carinya

Carinya Home for the Aged provides residential aged care in a supportive and caring environment. We employ people who share and demonstrate our values of Respect, Quality Care, Integrity and Compassion.

RESPECT	QUALITY CARE	INTEGRITY	COMPASSION

The Carinya Way

A social model of care that builds an inclusive community, maximises each person's potential through purposeful interactions and supports residents to continue to lead remarkable lives.

Position purpose

This role supports funded aged care services under the Aged Care Act 2024, Aged Care Rules 2025, the Statement of Rights, the Aged Care Code of Conduct, the strengthened Aged Care Quality Standards and Carinya policies and procedures.

The position must protect the rights, dignity, privacy, independence, choice and safety of older people; act with integrity and transparency; raise concerns promptly; and contribute to safe, accountable and person-centred services.

Prepare, produce and present food to Carinya's standards, ensuring meals are safe, appetising and suitable for residents' documented dietary needs and individual preferences. Support residents' nutrition, enjoyment of food, choice and dignity.

Contribute to the strengthened Quality Standards relevant to the role, particularly The Individual, The Environment and Food and Nutrition. Follow approved menus, allergy and dietary instructions, food safety procedures and infection prevention practices, and promptly escalate concerns to the Head Chef or appropriate clinical staff.

Key responsibilities

- Complete allocated kitchen tasks under the direction of the Head Chef or the Chef or Cook coordinating the shift. Follow daily production schedules, standardised recipes, quantities and portion guides relevant to the assigned work.
- Assist with basic food preparation, including washing and preparing fruit and vegetables, sandwiches, salads, simple snacks and desserts, within training and demonstrated competence.
- Clean and maintain the kitchen environment and equipment, and report faults and maintenance needs.
- Prepare meals that meet documented dietary needs, allergies and preferences; participate in menu planning with the Head Chef.
- Follow documented texture-modified food and fluid instructions within training and competence. Seek clarification rather than independently changing clinical dietary instructions.
- Order supplies and coordinate food service costings within delegated authority; monitor the quality of goods and services supplied.
- Maintain accurate inventory records, appropriate food storage and security of stores.
- Communicate effectively with staff, residents and families, and respond respectfully to feedback about meals and service.
- Maintain confidentiality of resident and organisational information.

- Participate in quality activities, audits and accreditation preparation, and support agreed improvements to food and dining services.
- Report incidents, hazards and concerns about food safety, residents' dietary needs or service quality promptly.

Key competencies

- Ability to maintain a safe kitchen environment and equipment.
- Ability to complete basic food preparation, portioning and meal assembly safely and consistently within training and competence.
- Ability to identify priorities in consultation with other staff and use time productively.
- Ability to follow routines, policies and procedures.
- Commitment to customer service, best practice and continuous improvement.
- Ability to work as a committed team member and contribute to a positive work environment.

Knowledge and skills

- Decision-making, problem-solving and task prioritisation skills to meet required timeframes.
- Ability to learn new tasks and processes and use feedback to improve.
- Ability to remain calm under pressure and communicate key issues to team members and supervisors.
- Knowledge of special dietary cooking, including diabetic, high-protein, low-salt and vegetarian requirements, in accordance with individual dietary instructions.
- Sound knowledge of workplace health and safety, equal employment opportunity, anti-discrimination and privacy obligations.

Qualifications and experience

- Training and demonstrated competence in allocated duties are required
- Previous experience in a commercial kitchen, catering, food service or similar support role is desirable
- Demonstrated knowledge of food safety requirements and participation in ongoing food safety training.
- Previous aged-care experience is desirable but not essential.

Additional requirements

- Current or ability to obtain and keep current police check acceptable for aged-care work.
- Current annual influenza vaccination, with evidence provided to Carinya.
- COVID-19 vaccination in accordance with current Queensland Health advice.

General compliance and conduct

- Comply with Carinya policies, procedures, lawful directions, approved delegations and the applicable enterprise agreement or employment contract. Work within qualifications, competence and authorised responsibilities.
- Apply the Statement of Rights in daily work, including dignity, privacy, independence, supported decision-making, diversity, communication needs and access to advocates and chosen supporters.
- Comply with the Aged Care Code of Conduct: act honestly and transparently, deliver services safely and competently, and promptly raise and act on quality and safety concerns.
- Take reasonable steps to prevent and respond to violence, discrimination, exploitation, neglect, abuse and sexual misconduct. Support complaints and disclosures without reprisal and follow incident escalation procedures.
- Protect resident, employee and organisational information under applicable privacy and confidentiality requirements and Carinya's approved records-management practices.
- Take reasonable care for personal and workplace safety, follow the Work Health and Safety Act 2011 (Qld) and Carinya's emergency, infection prevention and incident procedures.
- Promote an inclusive workplace and comply with anti-discrimination, equal opportunity, bullying and sexual harassment requirements.
- Complete mandatory training and maintain role-related licences, registrations, screening and competencies. Escalate any inability to meet these requirements promptly.

Performance and review

Performance will be reviewed during probation and then through Carinya's performance development and review processes. The position description may be reasonably updated to reflect operational, legislative, regulatory or organisational changes following consultation where required.

Review areas include timely completion of allocated tasks; accuracy of portioning and meal assembly; adherence to dietary and allergen instructions; completeness of delegated food safety and cleaning records; cleaning standards; safe stock handling; waste reduction; and communication and handover quality. Specific expectations and review timeframes will be agreed with the Head Chef and Hospitality Services Coordinator.

Version control

Version	1.1
Updated	01 October 2026
Change summary	updated role purpose and compliance wording; added version control, clarified support duties, task direction, food safety
Approval status	Approved
Approved by and date	Thor Bouttell HSC 15/10/2026
Next review	12 months after approval, or sooner if requirements change

Acknowledgement

Employee name

Employee signature

Manager signature

Date