POSITION DESCRIPTION

Cook

Hospitality Services

REPORTS TO	Head Chef, Hospitality Services Coordinator
KEY RELATIONSHIPS	All Staff, residents and families; suppliers
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 Hospitality Services Coordinator or appropriate clinical staff.

Key responsibilities

- Monitor food and kitchen hygiene and follow current food safety requirements, Carinya's food safety procedures and applicable government and local authority requirements.
- 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 Hospitality Services Coordinator.
- 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.
- Supervise catering staff and provide clear instructions on catering and dining duties within delegated authority.
- Identify work priorities with the team, use time productively and discuss changes to routines with appropriate staff through regular meetings.
- Help manage operational disruptions in Hospitality Services, escalating equipment, staffing and service concerns to the Hospitality Services Coordinator.

Key competencies

- Ability to maintain a safe kitchen environment and equipment.
- 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

- Demonstrated practical experience in commercial or bulk food preparation sufficient to fulfil the role. A relevant Catering Operations qualification is desirable but not essential.
- Minimum three years' experience in a similar role.
- 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, delegations, lawful directions and the requirements of the role's applicable enterprise agreement or employment contract.
- Comply with the Aged Care Code of Conduct and support the Statement of Rights and strengthened Aged Care Quality Standards.
- Protect personal, health, employee and organisational information in accordance with the Privacy Act 1988, Australian Privacy Principles, confidentiality obligations and approved records-management practices.
- Take reasonable care for personal and workplace health and safety and comply with the Work Health and Safety Act 2011 (Qld), incident reporting and emergency procedures.
- Promote an inclusive workplace and comply with applicable anti-discrimination, sexual harassment, bullying and equal employment opportunity requirements.
- Maintain an acceptable police certificate less than three years old or an accepted NDIS worker screening clearance, together with any additional screening or statutory declarations required for the role. Immediately disclose relevant changes and follow Carinya's screening procedures.

- Complete mandatory training and maintain any vaccination, licence, qualification or competency requirements confirmed by Carinya for the role.

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 meal production and dispatch; food quality and portion consistency; dietary and allergen accuracy; completeness of food safety records; cleaning standards; stock use and waste; handover quality; and effective coordination when designated to lead a shift. 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