POSITION DESCRIPTION

Kitchenhand

Hospitality Services

REPORTS TO	Head Chef, Hospitality Services Coordinator
KEY RELATIONSHIPS	All Staff, residents and families
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.

Provide support to Carinya's kitchen through commercial dishwashing, cleaning, stock rotation and very basic food preparation. Work under the direction of the Head Chef and the Chef or Cook coordinating the shift to maintain a clean, organised and safe kitchen and support timely meal service. The role offers an entry point into kitchen work, with induction, practical training and supervision.

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

- Follow allocated tasks and priorities from the Head Chef or the Chef or Cook coordinating the shift. Advise the supervising staff member when work is delayed or instructions are unclear.
- Operate the commercial dishwasher. Follow the machine instructions and report poor wash results or faults promptly.
- Assist with unpacking and storing deliveries as directed. Place stock in the correct storage area, keep goods off the floor and maintain tidy shelves and clear access routes.
- Rotate stock using the earliest use-by date first, check dates and follow labelling instructions. Report damaged, spoiled, expired or unlabelled items and refer them for assessment before use.
- Undertake very basic food preparation as directed, including washing, peeling, trimming and cutting fruit and vegetables. Use clean equipment and follow instructions for quantities, cut sizes and storage.
- Handle food hygienically, follow hand hygiene and personal hygiene requirements, and prevent contamination between dirty equipment, cleaning tasks and food preparation. Follow any allergy precautions relevant to the allocated task.

- 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 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

- Previous kitchen or food service experience is helpful but not essential.
- 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 clean and hygienically stored dishes and utensils; completion of cleaning schedules; correct stock rotation; safe basic food preparation; accurate assigned records; timely completion of allocated tasks; safe work practices; and communication. 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