



POSITION DESCRIPTION		
Position Title: Cook/Housekeeper		
Division: Mareeba	Location: Mareeba	Employment Status: Full time, Part time or Casual
Reporting To: Clinical Manager Direct Reports: 0 In-direct Reports: 0	Award: Hospitality Award Level: TBA (dependent on experience & qualifications)	Last Updated: 6 January 2012 ED Approved: 6 January 2012

Purpose

The Cook/ Housekeeper will be responsible for managing the daily operation of the kitchen and housekeeping operations at the Mareeba Facility. The position also entails working alongside residents of the Therapeutic Community in order to assist residents to develop new skills, and oversee the residents undertaking housekeeping tasks and preparation of meals.

Where this role sits

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graph TD
    ED[Executive Director] --- CM[Clinical Manager]
    CM --- CH[Cook/Housekeeper]
    CM --- AO[Admin Officer/Bookkeeper]
    CM --- FM[Farm Manager]
    CM --- HP[Handyperson]
    CM --- TL[Team Leader (Clinical)]
  
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About Q-DAC

The Qld Drug & Alcohol Council is the trading entity for the Cairns ATSI Drug & Alcohol Residential Rehabilitation Project, and is auspiced by the Gold Coast Drug Council Inc. (GCDC)

The Gold Coast Drug Council Inc. (GCDC) had its beginnings as a voluntary organisation known as the Drug Referral Centre. It was established in 1971 as the first alcohol and drug service on the Gold Coast. In 1981 land was granted by the Gold Coast City Council at 191 West Burleigh Road to establish a centre for education, prevention, assessment, referral and detoxification – this was called Mirikai (or “place of peace”).

In the 1980’s the GCDC focused on developing professional standards for treatment and education and in 1987 adopted a Therapeutic Community approach to treatment services for young people. The GCDC was also the first residential rehabilitation centre in Australia to become accredited under the Quality Improvement Council in 2001.

Over the years the organisation has developed a range of community services which assist young people and their families. These services include residential services and a wide range of out-client services supported by both state and federal funding.

Recently, the GDC has developed an integrated model of specialist treatment to address the complex requirements of those clients who have coexisting mental health and substance abuse needs, and is becoming one of the leading agencies in Southeast Queensland to provide these services.

This position is funded through the Mareeba Program and is subject to its ongoing tenure. The incumbent in this position will provide services to support this program.

The duties and responsibilities of employment are governed by the QDAC's policies and procedures and those others that exist within the Group. Policies, procedures and Program Service Agreements and manuals are to be read in conjunction with the employment contract and position description.

About the Program

The Mareeba facility will operate as a Therapeutic Community and provides residential rehabilitation to Aboriginal & Torres Strait Islander Men & Women, aged 18 years and over, whose lives are afflicted by the misuse of Alcohol and Other Drugs.

As a member of the Therapeutic Community you will be required to promote and model the principles of Right Living and act as a source of Rational Authority.

The resident population is diverse in background, complex in needs and many individuals have significant mental health issues that need to be addressed in conjunction with the misuse of alcohol and other drugs.

Key Accountabilities

Performance Measures

1. Service Delivery

Responsible for overseeing the provision of meals to residents of the Therapeutic Community.

<ul style="list-style-type: none"> • Descriptor • Menu planning • Purchasing and stock control • Food management • Managing the daily operations of the kitchen and housekeeping • Demonstrate awareness of and compliance with legislative and organisational requirements relating to food management, workplace health and safety and infection control. • Other duties as required relevant to the position. 	<ul style="list-style-type: none"> • Stakeholder and peer feedback • Manager review • Performance review • Operate the kitchen and housekeeping functions within the allocated budget. • Monthly activity report is provided to the Clinical Manager.
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Key Accountabilities

Performance Measures

2. Working with Residents

Work alongside residents of the Therapeutic Community in order to oversee the preparation of meals and to assist in the development of new skills.

<ul style="list-style-type: none"> • Liaise with allocated residents around daily food preparation and housekeeping. • Provide training to residents in the use, care and cleaning of catering equipment; and in the areas of food handling, meal preparation and housekeeping. • Provide training to residents in WH&S in the kitchen and housekeeping functions. • Oversee the general cleanliness of the facility and ensure optimal standards of hygiene and food safety are maintained at all times. • Provide respect and protect the rights of residents and maintain 	<ul style="list-style-type: none"> • Ensure all equipment is kept clean and is well maintained. • Peer and manager assessment • Resident feedback
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their privacy and confidentiality.	
Key Accountabilities	Performance Measures
3. Team Work and Communication <i>Work as an effective member of a diverse and multi-disciplined team and contribute to the maintenance of a harmonious therapeutic environment.</i>	
<ul style="list-style-type: none"> • Involved in program planning and scheduling as required. • Provide feedback around residents to relevant staff. • Communicate effectively and appropriately with a diverse range of people with varied and complex needs. • Participate in staff meetings and program planning sessions as required. • Work as an effective team member and relate positively to a diverse range of people. • Demonstrate collegiality, respect and team work within the work environment. • Participate as an active team member through the establishment of a consistent, supportive and cooperative working relationship. • Utilise appropriate methods of communication both written and verbal that are consistent with the values of the organisation as well as professional standards with all staff, residents and stakeholders. 	<ul style="list-style-type: none"> • Measure • Peer and manager assessment. • Resident feedback • Contribution and participation in team activities and meetings.
Key Accountabilities	Performance Measures
4. Quality and Continuous Improvement <i>Demonstrated commitment towards continual improvement in the quality of service delivery.</i>	
<ul style="list-style-type: none"> • The highest standard of work is maintained and assessed by regular audit. • Identifying opportunities to improve efficiencies within the Mareeba facility and business processes and implementing solutions. • Continually seeks feedback performance from other divisions and teams, to improve performance. • Undertake self development activities to grow knowledge base and bridge any development gaps. • In conjunction with the Manager and colleagues, contribute to quality improvement activities. • Participate in agreed staff development activities. • Ensure work practices meet accredited quality standards and provide a high level customer service. 	<ul style="list-style-type: none"> • Participation in annual performance reviews. • Participate in service improvement activities including those related to accreditation. • Report on workplace health and safety issues. • Actively seeks feedback on own performance • Training & development activities identified and undertaken in Performance Management Development Plan. • Seek and acts upon feedback on own performance from leader and peers
Key Accountabilities	Performance Measures
5. Adhere to GCDC and Q-DAC's Vision, Value and Code of Conduct <i>Personally behave in ways that are consistent with the achievement of GCDC and Q-DAC's Vision, Values and Code of Conduct while maintaining individuality and contributing to the diversity of Q-DAC.</i>	
<ul style="list-style-type: none"> • Personal behaviour supports and aligns with the Code of Conduct. 	<ul style="list-style-type: none"> • Evidence of behaviour

<ul style="list-style-type: none"> ● Contribute to Q-DAC’s culture by demonstrating behaviours aligned with the organisations Vision and Values: <ul style="list-style-type: none"> ○ Community: Community for us means collaboration, participation, diversity and mutuality. ○ Compassion: Compassion for us means generosity, nurturing, empathy and being supportive. ○ Competence: Competence for us means valuing skill, knowledge, professionalism, commitment and diligence; and encouraging professional development and personal growth. ○ Innovation: Innovation for us means being creative, responsive, strategic, visionary and collaborative, and valuing research and evaluation. ○ Integrity: Integrity for us means being ethical, honest and trustworthy and principled. ○ Optimism: Optimism for us means we believe in the power of hope, that we promote positivity, and have a firm belief in the potential for change. ○ Respect: Respect for us means a positive regard for all individuals, and an appreciation of uniqueness and diversity. ○ Social Justice: Social justice for us means belief in fairness and justice; the need for a balance of rights and responsibilities; and the promotion of equity and access for all people. ○ Transparency: Transparency for us means openly communicating in relation to the decisions and practices which affect others. ● Constructively participate as part of the team in a collaborative manner, demonstrating respect for colleagues and working effectively within the team. ● Constructively and positively operate in a changing and ambiguous environment. ● Communicate openly, honestly, respectfully and employ appropriate lines of communication. 	<p>reflected in Performance Review.</p> <ul style="list-style-type: none"> ● Peer and Manager Assessment. ● Evidence of regular self-reflection on adherence to mission and values in regular catch-ups.
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SELECTION CRITERIA	
SC 1 Qualifications & Experience	1.1. Qualifications as a cook/chef/housekeeper or related discipline. 1.2. Demonstrated ability to manage the daily operations of an industrial kitchen including food ordering and stock control. 1.3. Demonstrated ability to plan menus within an allocated budget. 1.4. Demonstrated ability to provide training in the areas of food safety and handling, meal preparation and menu planning and the proper use and care of catering equipment. 1.5. Current Queensland Drivers Licence.
SC 2 Knowledge & Skills	2.1. Excellent communication skills (written and oral) and interpersonal skills, with demonstrated ability to establish and maintain effective working relationships. 2.2. Ability to contribute as a team member and relate positively to a diverse range of people. 2.3. Demonstrated ability using computers and technology.
SC 3 Personal Qualities	3.1. Ability to work collaboratively with peers, supervisors and managers. 3.2. Demonstrated to organise and prioritise work activities and meet deadlines. 3.3. Strong problem solving capabilities.

	3.4. A high degree of professionalism, integrity and initiative.
SC 4	A significant proportion of the duties of this role involve direct communication and support services for Aboriginal and Torres Strait Islander People. Applicants must nominate an Aboriginal and Torres Strait Islander person as a referee who can attest to their knowledge, skills or experience. This person may be a community member, supervisor or work colleague.
NOTE: The successful applicant's appointment will be subject to a criminal record check	

Workplace Health & Safety
<p>Q-DAC is committed to providing a healthy and safe workplace and delivers this through implementing measures aimed at minimising the risk of personal injury or ill health and adhering to legislation and best practice. Q-DAC employees are also obliged to take reasonable steps to ensure their own safety, health and welfare, as well as that of co-workers, clients and members of the public.</p> <p>Employees must follow and abide by Workplace Health and Safety Policies, Procedures and Safe Methods of work by:</p> <ul style="list-style-type: none"> • taking reasonable care for their own health and safety and not wilfully placing themselves or others at risk • reporting all injuries, incidents, hazards and near misses to their Manager immediately • attend and participate in WHS training, meetings, and relevant activities • wear the appropriate PPE that is required and provided • not misuse equipment, and to not wilfully or recklessly interfere with items provided for the purpose of health and safety. • follow Manager's health and safety instructions <p>Staff are encouraged to speak up, seek guidance and clarification regarding any work methods or procedures (new or existing) at any time.</p>

NOTE: This position description is not intended to be all-inclusive and is an accurate reflection of the requirements of this position at the time of position approval. The employee may perform other related duties as mutually agreed to meet the ongoing needs of the organisation.

I have read and understand the requirements and accountabilities of the position as described in the position description and agree to be employed under such conditions and the relevant Award.

Print Name: _____

Signature: _____ Date: _____