

POSITION TITLE: Food Service Assistant	REPORTING TO: Chef Manager
Division: Residential Aged Care	Type of Engagement: Full-time / Part-time/ Casual
Location: Home Name	No of Direct Reports: Nil
Position Summary	
The Food Services Assistant supports the delivery of quality food and beverages that meet residents' needs and preferences. They also assist in implementing, monitoring, and evaluating the Food Safety Program. The role includes manual handling tasks such as lifting, lowering, carrying, pushing, pulling, and sliding, using appropriate equipment for both objects and, where required, assisting with the manual handling of people.	
Role Responsibilities	
1. Catering and Hospitality Duties	
<ul style="list-style-type: none"> • Prepare, serve, present, and deliver food and refreshments in line with the catering model and Food Safety Program (FSP). • Clean and wash dishes according to FSP standards; maintain cleanliness and organisation of food preparation and service areas. • Set up the servery and dining area for each meal period in accordance with Regis standards. • Manage stock levels and rotation within the servery. • Assist with monitoring and recording FSP requirements, including temperature checks, cleaning schedules, and goods received. • Provide feedback on the menu to ensure it aligns with residents' needs and preferences. • Report and support follow-up on customer complaints and Improvement Request Forms related to food services. • Complete all required training modules via the designated online platform. 	
2. Food Preparation & Service	
<ul style="list-style-type: none"> • Assist in preparing basic food items and beverages as directed. • Portion, plate, and serve meals in accordance with guidelines and dietary requirements. • Follow standard recipes and portion control procedures. • Assist with the setup and breakdown of meal service areas. • Help receive and store food deliveries appropriately. 	
3. Hygiene and Housekeeping	
<ul style="list-style-type: none"> • Clean kitchen equipment, utensils, food preparation areas, and dining spaces regularly. • Wash dishes, cutlery, trays, and other service items using appropriate equipment. • Remove rubbish and maintain hygiene standards in disposal areas. • Follow all food safety and sanitation policies, including correct handling and storage of food. • Ensure compliance with health and safety standards, including the use of PPE. 	
4. General Duties & Compliance	
<ul style="list-style-type: none"> • Collaborate effectively with other team members to ensure seamless kitchen operations. • Attend briefings, training sessions, or team meetings as necessary. • Assist with stock rotation, inventory checks, and reporting of shortages. 	

<ul style="list-style-type: none"> Undertake other related tasks as directed by the supervisor or manager. 	
5. Quality & Compliance Training	
<ul style="list-style-type: none"> Participate actively in staff meetings and team discussions to support collaborative learning and operational awareness. Attendance and completion of training modules as required on an annual basis Maintain up-to-date competency in manual handling practices, with assessments required at least twice annually. Actively participate in the Continuous Quality Improvement (CQI) Program, contributing to the evaluation and enhancement of food service operations and practices. 	
6. Safety	
<ul style="list-style-type: none"> Participate in all required safety-related training, competency assessments, and safety discussions. Maintain accurate documentation and reporting in accordance with organisational standards and regulatory requirements. Adhere to Regis risk management policies and procedures. Promptly report hazards, incidents, or near misses and implement appropriate corrective actions. Maintain a thorough understanding of emergency procedures and respond appropriately in emergencies. Apply safe practices in the storage, handling, and disposal of chemicals, in accordance with WH&S guidelines. 	
Person Specifications	
Qualifications/Experience /Special Requirements	Qualifications/Experience <ul style="list-style-type: none"> Certificate II in Kitchen Operations or equivalent experience. Certificate III is desirable. Experience in Aged Care food services is desirable.
Experience, skills & competencies	<ul style="list-style-type: none"> Previous experience within a food service environment is desirable Ability to work collaboratively with multidisciplinary teams and external stakeholders.
Indicative days & hours of work	Rosters and Hours of work will be managed in accordance with applicable industrial instruments.
Award Coverage	<p>This role aligns with Aged Care Employee Level 2 under the Aged Care Award 2010</p> <p>An employee at this level will have completed a relevant Certificate II, or undertaken on-the-job training equivalent to Certificate II, or prior experience working in a relevant field.</p>
General Information	<p>This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended as an exhaustive list of all responsibilities, duties and skills required. Regis reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.</p>
Date	30 th June 2025