



Position Description

Kitchen Hand

Date: August 2026

Division: Community Services

Position title:	Kitchen Hand
Classification:	Care Service Employee - Grade 2 Local Government Aged, Disability and Home Care (State) Award
Reports to:	Cook
Direct reports:	Nil
Liaison:	Internal – Other staff, Residents and residents family External – Visitors
Position purpose:	Reporting to the Cook, this position attends to kitchen duties, meal preparation and service, whilst meeting the nutrition and hydration needs of the residents.
All activities comply with all Work Health and Safety legislation, policies and procedures. This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. Multi-Factor Authentication (MFA): The incumbent may be required to use multi-factor authentication to access certain systems and data. This security measure is implemented to ensure the protection of sensitive information and to comply with Council security practices. All staff are expected to demonstrate behaviours that align with Council's core values, Code of Conduct, Work, Health and Safety and Equal Employment Opportunity Principles. You may be required to perform your role from any work location within the region.	

1. Organisational Commitment

Employees are required to work in a manner that is consistent with legislative requirements and the Uralla Shire Council mission, values and customer service:

Mission: Uralla Shire Council listens to and facilitates the aspirations of the community.

Values: Unity We succeed as a team with integrity and accountability
Indicators: no dishonesty; mistakes are identified and corrected.

 Safety Keeping our people and community safe
Indicators: Hazard reporting is high; incident occurrence is low.

 Commitment to Service We use resources efficiently in an equitable manner
Indicators: Council service is fair, tailored and within resources.

Council service principles:

Respect	All People are equal
Accountability	In the interest of the community
Honesty	We act on facts
Efficiency	Value-for-money use of resources
Equity	We are genuinely fair
Communication	We are clear and concise

Accordingly all employees are to demonstrate the following inherent requirements:

- **Professionalism, Integrity & Ethics**– display a high level of effort and commitment to work performance, exercise reasonable skills and diligence, adhere to Council and industry standards and codes of ethics, and demonstrate trustworthiness and responsible behavior.
- **Teamwork** - encourage and facilitate cooperation, pride, trust, and group identity; foster commitment and team spirit; work cooperatively with others to achieve required outcomes.
- **Customer Service** - work and communicate with the general public, internal and external customers to provide information and quality services targeted to meet customer expectations.

2. 2. Licence and Compliance Training Requirements

In addition to maintaining industry knowledge, this position requires the following licence and training requirements to be maintained as a minimum.

- **Current Police Check**

- Food Safety and Safe Food Handling Training
- Infection Prevention and Control Training
- Manual Handling Training
- First Aid Certificate
- Understanding of and compliance with food safety legislation, aged care standards, workplace policies and procedures

Additional individual training and professional development opportunities will be discussed throughout the year and incorporated into an individual training and development plan, to support ongoing skill development, role effectiveness, and continuous improvement.

3. Responsibilities, Competencies and Accountabilities

Core Responsibilities

Kitchen Services:

1. Assist with the preparation and serving of meals and drinks
2. Comply with the Food Safe Handling Program
3. Safe handling, cleaning and usage of kitchen equipment
4. Cleaning of floors, cold rooms, store rooms and other areas of the kitchen facility
5. Prepare and serve meals and drinks including morning/afternoon teas
6. Prepare and maintain resident dining areas
7. Obtain residents' daily menu selections and provide this information to the Cook
8. Clean utensils, crockery and food preparation/serving areas
9. Maintain adequate stocks of food and chemicals in the servery

Servery:

1. Prepare and serve meals and drinks including morning/afternoon teas
2. Prepare and maintain resident dining areas
3. Obtain residents' daily menu selections and provide this information to the Cook
4. Clean utensils, crockery and food preparation/serving areas
5. Maintain adequate stocks of food and chemicals in the servery

Key Tasks

As per those determined in the annual divisional review and within the essence of the positions core responsibilities, (as set out above), notwithstanding the need to review and alter the list in response to operational changes, workloads and staff development on an on-going basis. Where it is required that tasks need to be added/removed this will be clearly communicated to the incumbent.

Performance Measures

As per those set out in the annual performance assessment. Performance measures are determined giving consideration to the desired corporate objectives of the organisation as set out in Corporate Service Plans and the broader community services delivery outcomes as detailed in Councils Operational Plan and Delivery Program.

Delegation of Authority

Delegations of Authority are detailed under separate official delegation instrument through the General Manager and are reviewed annually.

The freedom to act and make decisions is governed by clear objectives and budgets with frequent prior consultation with management and a regular reporting mechanism to adhere to such objectives and budgets.

4. Terms and Conditions of Employment

Required personal attributes and qualities

- Leadership – The ability to demonstrate and provide leadership in the long term interests of the organisation.
- Understanding and acceptance of a change culture – The ability to embrace a continual change position and readily look to seek out and implement new initiatives for the betterment of the community and for the long term sustainability of Council's operations.
- Relationships – The ability to build effective and productive relationships within internal and external stakeholders.
- Commitment, attitude and application to duties – The ability to apply an appropriate level of commitment, attitude and application to duties which will result in measurable outputs and results against identified performance indicators.
- Professionalism – The ability to participate and contribute as a team member in a manner which is supportive and professional, including being respectful of differences of opinion, whilst maintaining the ability to accept the final determination.
- Cooperation and cohesion – The ability to maintain cooperation and cohesion when undertaking all duties in an environment where leadership is provided and professional standards are observed.
- Positive and proactive – The ability to maintain a positive and proactive disposition in times of contradiction and challenge to ones professional and ethical position.
- Practical and common sense approach – The ability to apply a practical and common sense approach to problem solving and to look for innovative solutions.
- Ethics, integrity and values – to always display ethics, integrity and values that reflect personal conduct beyond reproach.

Corporate Accountabilities

- Comply with all legislative requirements of the role.
- Personal and professional behavior is consistent with the values outlined in the Model Code of Conduct for Local Councils in NSW and the Uralla Shire Council Workplace Standards of Conduct.
- Adhere to Council plans, policies, protocols and (as required) actively document and revise procedures so they remain current and relevant.
- Store and maintain corporate records in Councils electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimize exposures to risk.
- Dress appropriately for the role, including wearing an appropriate uniform if required.

Perform as a Team Member

- Productively and cooperatively contribute to the outcomes of work teams.

- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.
- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.
- Undertake an annual performance assessment and contribute to the development of annual work and training plans.

Customer Service Responsibilities

- Comply with Councils Customer Service Charter and Standards.
- Be accessible and provide customers with clear and accurate information.
- Communicate with customers in a professional and courteous manner.
- Maintain a proactive flow of information with customers.
- Manage customer enquiries, complaints and record keeping within required timeframes.
- Maintain a high standard of personal hygiene and grooming.

Work Health and Safety Responsibilities

- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified.
- Participate in the development and review of Risk Assessments.
- Report all incidents and near misses.
- Comply with the return to work program.

EEO and Anti-discrimination Responsibilities

- Adhere to all legislation and follow all protocols and procedures.
- Act to prevent workplace harassment or discrimination and report any known incidents.

5. Selection Criteria

Required qualifications and licences

- Hold and retain a First Aid Certificate
- Qualifications in food handling and preparation services
- Current police check

Essential Criteria

- Demonstrated experience in a kitchen, hospitality, aged care, or similar fast-paced environment, with the ability to effectively manage competing priorities and maintain high standards of cleanliness and food safety.
- Well-developed communication and interpersonal skills, with the ability to work collaboratively as part of a team and interact professionally and respectfully with residents, colleagues, visitors and contractors.
- Strong organisational skills and a commitment to confidentiality, ethics and integrity, with the ability to follow policies, procedures and instructions accurately and consistently.

6. Acknowledgment

I have received and read the position description as detailed above.

Signature:

Date:

Name:

Key tasks, performance measures and delegations of authority documents will be provided by your supervisor.

Please note- Position Descriptions are reviewed to maintain currency and may need to be altered from time to time. Any changes will only occur following consultation with the incumbent and will reflect the organisational requirements at the time.