

Job title	Meals on Wheels Cook
Department	Aged Care and Disability Services
Line reporting	i. Chief Executive Officer (CEO) ii. Ageing and Disability Services Team Leader iii. Aged Care Services Officer
Direct reports	Nil
Hours/tenure	Casual
Award classification and grade	Hospitality Industry (General) Award 2020 Hospitality Level 3 - Casual
Salary packaging available	Yes
Location of work	88 King Street, Gloucester
Vaccination Risk Category	B
Position description created/reviewed	Reviewed September 2025

Vision

Connecting Our Community

Mission

Working together to connect people with supports and services, enhancing their quality of life

Values

Respect: Cultivate professional relationships through respectful communication and by consulting with people on issues which concern them

Commitment: We are committed to achieving the best possible outcomes for our clients and community

Integrity: Conduct ourselves with honesty, acknowledging the trust our clients and community place in us

Equity: Operate with fairness and impartiality, consistently implementing transparent processes which celebrate diversity

Independence: We enable our clients and community members to access supports and services which foster their developing or continuing independence

Position purpose

The role of the Meals on Wheels Cook is to provide fresh meals in accordance with BWNG's Policies and Procedures, Food Safety Program and Meals on Wheels Nutritional Guidelines.

Key responsibilities

Role specific

- Undertake opening and closing procedures on a daily basis
- Cook Meals on Wheels fresh meals
- Ability to work within the requirements of BWNG's Food Safety Program, Meals on Wheels Nutritional Guidelines, and the Vulnerable Person's Act
- Follow recipe cards as directed
- Comply with Work Health and Safety requirements
- Attend to grocery shopping as required
- Any other tasks directed by the supervisor that are within the scope of the position

General

- Demonstrate professional relationships, reliability, punctuality and professionalism in all work-related tasks
- Demonstrate appropriate and regular communication with BWNG staff, volunteers and clients
- Understanding of, and commitment to, BWNG's Vision, Mission and Values
- Adhere to all policies, procedures and work instructions, including the Code of Conduct, Code of Confidentiality, and Work Health and Safety procedures
- Display high levels of integrity, approachability, empathy and responsiveness
- Attend staff appraisals
- Attend and contribute to staff, team and other meetings as required
- Adhere to accountabilities under BWNG's delegations policy

Communication

- Strong verbal and interpersonal communication skills
- Promote and maintain effective communication channels between all personnel

Documentation

- Maintain Meals on Wheels documentation
- Ensure all documentation is legible

Work Health and Safety (WHS)

BWNG employees are responsible for and commit to:

- Where relevant, representing the ADS team on the BWNG WHS Committee
- Taking reasonable care for their own health and safety and for the health and safety of other people, including people who work under their supervision or direction who may be affected by their acts or omissions in the workplace
- Actively participating in health and safety training where required
- Contributing to the development and implementation of safe systems of work
- Cooperating with instructions, supporting and promoting work health safety within the workplace and while engaged in BWNG activities

Key challenges

- Ability to be organised, to prioritise work schedules and adhere to a schedule

Key relationships

Internal

Ageing and Disability Services Team Leader:

- Taking direction and fulfilling tasks to the required standard

Aged Care Services Officer:

- Taking direction and fulfilling tasks to the required standard

CEO:

- Taking direction and fulfilling tasks to the required standard

BWNG staff and volunteers:

- Contribute to a professional working relationship and attend to tasks as directed

External

BWNG clients and community:

- Provide a high level of client service

n/a

Key selection criteria

Essential

Qualifications:

- Food Safety Supervisor Certificate or willingness to obtain

Experience:

- Experience in food preparation

Skills:

- Good written, verbal and communication skills, including the ability to effectively communicate with staff at all levels and members of the community from all walks of life
- Ability to be organised, prioritise work schedules and adhere to a schedule
- Ability to work with minimal supervision
- Knowledge of Work Health and Safety legislation
- Ability to plan and coordinate tasks, make decisions using appropriate judgement and meet designated timelines

Other:

- Class C Driver's Licence
- Criminal History Check upon employment
- NDIS Worker Clearance upon employment

Desirable

- Demonstrated communication and interpersonal skills, including the ability to deal with sensitive and confidential matters with integrity, tact and discretion
- Experience working with people from diverse, social and cultural backgrounds
- Experience working with aged people and people with disability, including physical, communication and cognitive impairments

Position demands checklist

The purpose of this checklist is to manage any risk/s associated with this position and guide training requirements and environmental/equipment adaptation that may be necessary for the occupant of this position.

Frequency key:

R = repetitively

C = constantly

F = frequently

O = occasionally

Demands	Description	Frequency			
		R	C	F	O
Physical demands					
Kneeling/squatting	Flexion/bending at the knees, ankle, possible at the waist in order to work a low levels	X			
Hand/arm movement	Use of hands/arms e.g. reaching, holding	X			
Bending/twisting	Forward or backward bending or twisting at the waist	X			
Driving	Operating any motor powered vehicle				X
Sitting	Remaining in a seated position during task performance				X
Reaching	Reaching overhead with arms raised above shoulder height or forward reaching with arms extended			X	
Walking	Walking on even surfaces	X			
	Walking on uneven surfaces				X
	Walking up or down steep slopes				X
	Walking whilst pushing/pulling objects e.g. a wheelchair				X
Climbing	Up or down stairs		X		
Lifting/carrying	Raising/lowering or moving objects from one level/position to another, usually holding an object other than the ground				X
	Light lifting/carrying 0-9kgs			X	
Grasping	Gripping, holding or clasping with fingers or hands	X			
Manual dexterity	Fine finger movements	X			
Sensory demands					
Sight	Use of eyes as an integral part of task performance e.g. driving	X			
Hearing	Working in a noisy area, e.g. high volume of people around while conducting work	X			
Smell	Use of smell senses as an integral part of the task performance e.g. working with chemicals	X			
Touch	Use of touch as an integral part of task performance e.g. putting the indicator on	X			

Demands	Description	Frequency			
		R	C	F	O
Psychological demands					
Tasks involved interacting with distressed people					X
Tasks involved interacting with people with mental illness/disability/cognitive impairment					X
Exposure to chemical hazards					
Liquids	Working with liquids which may cause skin irritations if contact is made with skin for tasks such as washing dishes, cleaning chemicals etc. e.g. dermatitis			X	
Working environment					
Lighting	Working in lighting that is considered inadequate in relation to task performance e.g. glare				X
Sunlight	Exposure to sunlight			X	
Temperature	Working in temperature extremes e.g. working in summer and winter months			X	
Accident risk					
Surfaces	Working on slippery or uneven surfaces			X	
Housekeeping	Working with obstacles within the area e.g. furniture				X
Manual handling	Manual handling tasks e.g. handling mobility equipment		X		
Biological risk					
Biological products	Working with blood/blood products/body fluids				X

Acceptance

I have read and understood the Position Description and agree to abide by the same.

Employee name: _____ Signature: _____ Date: _____