

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Residential Chef
Group:	Youth Justice Services/Care Services
Reports to:	Team Leader
Location:	As specified
Direct Reports:	No
Budget:	No

## PUBLIC SERVICE PURPOSE STATEMENT

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

## OUR ORGANISATION

<b>About us</b>	Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.
<b>Our vision</b>	Our vision is: New Zealand values the wellbeing of tamariki above all else.
<b>Our purpose</b>	Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.
<b>Our core outcomes</b>	Our core outcomes are: <ul style="list-style-type: none"><li>- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish</li><li>- Improved outcomes for all children, especially tamariki and rangatahi Māori.</li></ul>

The Oranga Tamariki way



## POSITION PURPOSE

The Residential Chef is responsible for the management of catering services within the Residence. They are responsible for the provision of meals for children, young people and staff within an allocated budget, and catering for other groups and special events as required.

The Residential Chef also supervises the development and performance of residential cooks and provides subject matter expertise into areas such as nutrition, special dietary needs, food industry hygiene requirements, sourcing quality products, food/cooking education programmes.

## KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
<b>Service Delivery</b>	<p>Manage the catering service including:</p> <ul style="list-style-type: none"> <li>- planning the provision of quality meals within the allocated budget.</li> <li>- creating menus to meet the nutritional, dietary and cultural needs of children and young people.</li> <li>- liaising with the onsite health providers to address the dietary requirements of children and young people.</li> <li>- sourcing and purchasing food stores of good quality and value consistent with Residences' purchasing practice.</li> <li>- preparing attractively presented meals to the required standard, number and portion size.</li> <li>- ensuring meals arrive on time and to the required standard.</li> <li>- planning and preparing for special events.</li> <li>- providing catering services for outside groups as required.</li> </ul>
<b>Budgeting and Reporting</b>	<ul style="list-style-type: none"> <li>- Plan and communicate budgetary requirements to management.</li> <li>- Manage catering services within the allocated budget.</li> <li>- Monitor and record purchasing transactions.</li> <li>- Develop and maintain desk files for catering duties.</li> </ul>

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<b>Key Result area</b>	<b>Key Accountabilities</b>
	Maintain kitchen/meal statistics.
<b>Relationship Management</b>	<p>Create an environment within which quality catering services can be provided, including:</p> <ul style="list-style-type: none"><li>– co-ordinating the team to achieve set objectives.</li><li>– planning and allocation of work of team members, including planning kitchen staff rosters.</li><li>– in conjunction with the Manager, determining the skill requirements of team members and providing the appropriate support and development.</li></ul>
<b>Quality and Risk Management</b>	<ul style="list-style-type: none"><li>– Ensuring compliance with all relevant Acts and Regulations, for example, Health and Safety at Work Act 2015.</li><li>– Ensuring kitchen, kitchen equipment and machinery is maintained to meet Residence requirements and complies with New Zealand Health and Safety regulations.</li><li>– Ensuring that use of all tools, equipment and liquids and cleaners etc. is monitored and that storage is secure.</li><li>– Ensuring that all regulatory and food industry hygiene requirements, health and safety standards for food preparation and delivery are met.</li><li>– Ensuring that a clean and safe working environment is maintained for self, colleagues and residents by following Health and Safety policies and practising safe work methods.</li></ul> <p>Identifying potential maintenance problems and risks and ensuring preventive steps.</p>
<b>Education/Continuous Improvement</b>	<ul style="list-style-type: none"><li>– Facilitating cooking education programmes for children and young people by, for example:<ul style="list-style-type: none"><li>○ ordering and preparing food for a programme.</li><li>○ educating staff running a programme on risk management issues such as security and hygiene.</li><li>○ developing and running a programme.</li></ul></li></ul> <p>Identify and contribute to continuous improvement in catering services by engaging with management and peers in appropriate projects and initiatives as agreed with the Residence Manager.</p>
<b>Contribution to Site Management</b>	<ul style="list-style-type: none"><li>– Preparing financial reports as required.</li><li>– Providing Residence Manager with quality advice and information required to manage reporting requirements.</li></ul>
<b>National Projects</b>	<ul style="list-style-type: none"><li>– Leading national projects and initiatives that contribute to the continuous improvement in the quality, value and consistency of catering services, for example, the National Purchasing Project.</li></ul>
<b>Staff leadership and management</b>	<ul style="list-style-type: none"><li>– Lead and ensure the development and delivery of high quality services, support and advice to managers and staff</li></ul>

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<b>Key Result area</b>	<b>Key Accountabilities</b>
	<ul style="list-style-type: none"><li>- Provide evaluation and coaching to lift performance of each individual member of the team</li><li>- Manage workflow in conjunction with your Manager, by ensuring appropriate planning, prioritisation and re-prioritisation of work as required, ensuring that priority work is completed to an appropriate standard.</li></ul>
<b>Health and safety</b>	<ul style="list-style-type: none"><li>- Employees accept their responsibility to take all practicable steps to ensure their own safety and wellbeing while at work, and ensuring that no action or inaction on their part endangers themselves or others.</li></ul>
<b>Being part of the Oranga Tamariki team</b>	<ul style="list-style-type: none"><li>- Actively and positively participate as a member of the team</li><li>- Proactively look for opportunities to improve the operations of Oranga Tamariki</li><li>- Perform any other duties as needed by Oranga Tamariki</li><li>- Comply with and support all health and safety policies, guidelines and initiatives</li><li>- Ensure all incidents, injuries and near misses are reported into our H&amp;S reporting tool</li><li>- Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known</li><li>- Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct</li><li>- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</li></ul>

## KEY RELATIONSHIPS

<b>Internal</b>	<ul style="list-style-type: none"><li>- Residential cooks</li><li>- Residence management</li><li>- Administration staff</li><li>- Social Workers, Youth Workers, Residence staff</li><li>- Oranga Tamariki staff.</li></ul>
<b>External</b>	<ul style="list-style-type: none"><li>- Service providers</li><li>- External contractors</li><li>- Food Industry ITO</li><li>- Suppliers.</li></ul>

## QUALIFICATIONS & EXPERIENCE

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>- Qualifications equivalent to NZQA level 3/4 or equivalent</li> <li>- Consideration will be given to applicants with 5-10 years' work experience and successful study towards a qualification.</li> </ul>
<b>Experience</b>	<p>The ideal appointee will have:</p> <ul style="list-style-type: none"> <li>- Proven successful experience in managing catering services within a comparable organisation, including the identification of continuous improvement initiatives.</li> <li>- Proven practical background in process planning – including how to set up systems and processes to ensure efficient delivery of catering services with a focus on quality and risk management.</li> <li>- Proven and successful people management experience.</li> <li>- Demonstrated ability to work in collaborative peer and other stakeholder relationships.</li> </ul> <p>The appointee will have a competent working knowledge of the following:</p> <ul style="list-style-type: none"> <li>- New Zealand Food/Ministry Standards – catering requirements</li> <li>- New Zealand Health and Safety Standards</li> <li>- First Aid</li> <li>- Maintenance requirements for machinery and equipment within work area</li> <li>- Menu planning</li> <li>- Kitchen management</li> <li>- Stock ordering</li> <li>- Stock control.</li> </ul>
<b>Skills</b>	<p>The ideal appointee will need to demonstrate:</p> <ul style="list-style-type: none"> <li>- An understanding of the complexities of operating a catering environment within a residence for children and young people.</li> <li>- Demonstrated ability to show empathy, tolerance and understanding towards children and young persons.</li> <li>- Highly developed organisation, planning and time management skills.</li> <li>- A commitment to working co-operatively as part of a team, and to be flexible in a changing work environment.</li> <li>- Sensitivity towards and a desire to understand Maori, Pacific Peoples and other cultures.</li> <li>- Strengths-based leadership, with the ability to collaborate with others to achieve mutually agreed goals.</li> <li>- Building and maintaining rapport with others based on their own integrity and honesty, demonstrating effective interpersonal skills.</li> <li>- Ability to anticipate and resolve problems, making decisions based on risk management analysis.</li> </ul>

## POSITION COMPETENCIES

Competency	Description of success profile behaviour
<p><b>Client focus</b></p> <p>The desire and willingness to understand and meet or exceed client expectations. Clients are those groups or individuals, internal or external, who use Oranga Tamariki’s services.</p>	<ul style="list-style-type: none"> <li>- Delivers quality service to clients</li> <li>- Understands, empathises with, and identifies the needs, concerns and priorities of clients and ensures that services are delivered to take account of these</li> <li>- Takes personal responsibility for correcting client service problems and/or “championing” client issues</li> <li>- Corrects problems promptly, without getting defensive</li> <li>- Attempts to give added value to the client</li> <li>- Actively supports the interests of the client by making choices and setting priorities to meet their needs.</li> </ul>
<p><b>Planning and organisation</b></p> <p>The ability to identify objectives and develop effective action plans to achieve them. This may include using sound personal organisation disciplines, a methodical and systematic approach towards planning workloads and using project management skills.</p>	<ul style="list-style-type: none"> <li>- When prioritising own work, is aware of impact on others</li> <li>- Balances conflicting priorities as necessary</li> <li>- Anticipates future demands and prepares appropriately; anticipates difficulties and develops contingency plans</li> <li>- Contributes to the preparation of plans for the team</li> <li>- Demonstrates effective project management skills and breaks down large tasks into separate milestones and deadlines</li> <li>- Introduces complex systems and monitors their use.</li> </ul>
<p><b>Technical skills and knowledge</b></p> <p>Demonstrates specialist or technical knowledge and skills within one’s functional area (e.g. Finance, HR, Policy, QA, etc).</p>	<ul style="list-style-type: none"> <li>- Possesses advanced knowledge of functional area</li> <li>- Establishes credibility, earns respect and influences others on the basis of technical knowledge</li> <li>- Applies technical skills and knowledge to support the direction of Oranga Tamariki.</li> </ul>
<p><b>Team management</b></p> <p>The ability to provide direction and leadership to others and to maximise the effectiveness of a team</p>	<ul style="list-style-type: none"> <li>- Acts to promote a welcoming, productive climate, good morale and co-operation within and between teams</li> <li>- Genuinely values others' input and expertise</li> <li>- Contributes own expertise to the team</li> <li>- Facilitates and influences positive outcomes that support team goals</li> <li>- Promotes team co-operation, even during heated discussions</li> <li>- Is willing to set aside personal agenda in order to support the team consensus</li> <li>- Assists in mediating between team members to resolve conflict.</li> </ul>

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<b>Competency</b>	<b>Description of success profile behaviour</b>
<b>Communication</b> The ability to clearly convey thoughts and ideas effectively. This may include listening, interpreting, formulating and delivering: verbal, non-verbal, written, and/or electronic messages.	<ul style="list-style-type: none"><li>- Work shows recognition of the importance of communication in achieving results</li><li>- Seeks to understand others' frame of reference and uses this understanding to identify the most effective method of conveying information</li><li>- Uses different ways of conveying a message to add clarity and meaning to communications</li><li>- Adapts communications to the views and level of knowledge of the audience</li><li>- Prepares and structures communication well. Is able to make complex issues understandable</li><li>- Sets out arguments clearly and logically; persuades and influences others.</li></ul>
<b>Results orientation</b> The ability to take personal responsibility for the delivery of results. This includes delivering required results consistently and successfully, exhibiting appropriate initiative and persistence and focusing on work that is of high quality.	<ul style="list-style-type: none"><li>- Takes full responsibility for making things happen, including in situations that are very demanding or not clearly defined</li><li>- Tenacious in finding alternative means to meet a goal if difficulties arise</li><li>- Regarded as totally dependable to achieve planned results.</li></ul>
<b>Problem solving and judgement</b> The ability to apply an objective, logical reasoning process to a problem or work situation in order to develop a conclusion or recommendation. This includes logically breaking down problems into different parts, identifying key issues and their relationships, interpreting, clarifying, analysing, explaining and developing recommendations or advice.	<ul style="list-style-type: none"><li>- Breaks down complex situations into manageable parts in a systematic way</li><li>- Recognises several likely causes of events</li><li>- Does not stop at first answer; strives to find out why something happened</li><li>- Considers all aspects of a situation, weighing up different options to arrive at the best solution</li><li>- Makes clear decisions based on a logical analysis of the options</li><li>- Acquires new information and applies knowledge to analyse issues and resolve problems.</li></ul>

Competency	Description of success profile behaviour
<p><b>Relationship management</b></p> <p>The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations. This includes establishing formal and informal working relationships, developing win/win relationships and assessing and responding to individual behaviour.</p>	<ul style="list-style-type: none"> <li>- Builds good rapport with people at all levels</li> <li>- Actively seeks opportunities to contribute to positive outcomes for clients, stakeholders, staff and colleagues</li> <li>- Approaches issues or disagreements with the objective of reaching win/win solutions</li> <li>- Develops relationships with the intent of achieving effective delivery of relevant services.</li> </ul>
<p><b>Change orientation</b></p> <p>The ability to think about a situation, issue or process in new or varying ways and to generate new ideas. This includes the willingness to seek out and implement better ways of doing things and to embrace change. This may include: thinking of situations from different points of view, being alert to opportunities for new ideas, accepting and welcoming new ways of doing things and adapting to change in the work environment.</p>	<ul style="list-style-type: none"> <li>- Demonstrates good ability to think about situations in many new ways.</li> <li>- Consistently questions and challenges the way things are done</li> <li>- Actively looks for ways to improve activities and results, and contributes to their development and implementation</li> <li>- Positively responds to numerous, diverse challenges and demands in the work environment.</li> </ul>
<p><b>Cultural responsiveness</b></p> <p>The ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Maori and other cultural groups, effectively relating to clients from diverse cultural backgrounds, fostering a culturally safe working environment for staff.</p>	<ul style="list-style-type: none"> <li>- Demonstrates an understanding of the key concepts embodied within the Treaty of Waitangi and their application to Oranga Tamariki</li> <li>- Understands the social, ethnic and behavioural characteristics of those from different cultural backgrounds and is able to translate that knowledge into work practices and delivery of services</li> <li>- Collaborates with different cultural communities regarding service delivery and demonstrates a willingness to work together</li> <li>- Demonstrates that cultural responsiveness is valued, clearly defined, understood and applied within Oranga Tamariki.</li> </ul>

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<b>Competency</b>	<b>Description of success profile behaviour</b>
<b>Integrity</b> The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner.	<ul style="list-style-type: none"><li>- Sets and adheres to professional and organisational ethical standards</li><li>- Demonstrates desired behaviours and treats all people with respect and dignity</li><li>- Is committed to the values of Oranga Tamariki.</li></ul>
<b>Self development</b> The ability and desire to take ownership of one's development and to proactively pursue opportunities to learn and develop. This may include recognising opportunities for self-development, taking responsibility for remaining competent and learning from mistakes and successes.	<ul style="list-style-type: none"><li>- Learning is focused on current role, but also on career development</li><li>- Designs a personal action plan to address own issues constructively and understand the most appropriate learning style for self</li><li>- Uses a range of sources to develop own knowledge and skills</li><li>- Seeks feedback from others with the intent of self-improvement.</li></ul>