POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children

Title:	Residential Cook
Group:	Service Delivery
Reports to:	Senior Administrator /Team Leader Support Services
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 āianei, 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 hapori, 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

About us	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.
Our vision	Our vision is: New Zealand values the wellbeing of tamariki above all else.
Our purpose	Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.
Our core outcomes	Our core outcomes are: - All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish - Improved outcomes for all children, especially tamariki and rangatahi Māori.

The Oranga Tamariki way	

POSITION PURPOSE

The Residential Cook is responsible for assisting the Residential Chef in planning meals for children and young people and for the preparation of meals under the direction of the Residential Chef in an efficient and effective manner.

The Residential Cook is also required to assist the Residential Chef to cater for outside groups as required and to operate as Residential Chef in the Chef's absence.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Provision of catering services	– Assist the Residential Chef planning menus and order food stores for main kitchen and units – Assist the Residential Chef in ensuring that delivery arrangements are made and met to have meals at the appropriate venue on time and to the required standard – Assist the Residential Chef in kitchen staff rosters, if required – Assist the Residential Chef to plan and prepare for special events and to provide catering services for outside groups, as required – Prepare attractively presented meals on time, according to pre-set menus for required numbers and portion size, under the direction of the Residential Chef – Operate as Residential Chef in the absence of the Residential Chef, as required.
Information and reporting	– The Residential Cook is responsible for assisting the Residential Chef maintain kitchen/meal statistics and meeting reporting requirements of Residence Management if required.

Key Result area	Key Accountabilities
Quality and risk management	Under the direction of the Residential Chef, the Residential Cook is responsible for: – Maintaining kitchen equipment and machinery to meet residence requirements and complying with New Zealand Health and safety regulations – Keeping track of tools, equipment and liquids and cleaners etc., so that they out of harm's way in terms of accessibility to children and young people – Complying with all regulatory and food industry hygiene requirements and health and safety standards for food preparation and delivery – Maintaining a clean and safe working environment for self, colleagues and residents by following Health and Safety policies and practising safe work methods – Identifying potential maintenance problems, taking preventive steps and meeting the reporting requirements of the Residential Chef.
Being part of the Oranga Tamariki team	– Actively and positively participate as a member of the team – Proactively look for opportunities to improve the operations of Oranga Tamariki – Perform any other duties as needed by Oranga Tamariki – Comply with and support all health and safety policies, guidelines and initiatives – Ensure all incidents, injuries and near misses are reported into our H&S reporting tool – Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known – Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct – Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.

KEY RELATIONSHIPS

Internal	– Residence management – Administration staff – Social Workers, Youth Workers, Residence staff – Children and young people
External	– Service providers – External contractors

QUALIFICATIONS & EXPERIENCE

Qualifications	– Qualifications equivalent to NZQA level 2 or equivalent. Consideration will be given to applicants with 2 – 3 years' work experience and successful study towards a qualification.
Experience	– Proven successful experience in working in catering services within a comparable organisation – Demonstrated ability to work in collaborative peer and other stakeholder relationships – The ideal appointee will have a competent working knowledge of the following: o New Zealand Food/Ministry Standards – catering requirements o New Zealand Health and Safety Standards o First Aid o Maintenance requirements for machinery and equipment within work area o Menu planning o Day to day management of the kitchen o Stock ordering o Stock rotation and control
Skills	– Ability to show empathy, tolerance and understanding towards children, young persons – Sensitivity towards and a desire to understand Māori, Pacific Peoples and other cultures – Ability to anticipate and resolve problems, making decisions based on risk management analysis – A commitment to working co-operatively as part of a team, and to be flexible in a changing work environment – Ability to build and maintain rapport with others based on their own integrity and honesty.

POSITION COMPETENCIES

Competency	Description of success profile behaviour
Client focus The desire and willingness to understand and meet or exceed client expectations. Clients are those groups or individuals, internal or external, who use the services of Oranga Tamariki.	– Knows who the client is and talks about the importance of client focus. – Demonstrates professional and courteous service. Is approachable, positive and responsive. – Follows through on client enquiries, requests and complaints.

Competency	Description of success profile behaviour
Planning and organisation 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.	– Prioritises work and manages own time effectively; takes on a realistic amount of work. – Thinks ahead, identifies potential problems, and gives early warning of any difficulties. – Keeps track of work requested and consults appropriately on plans. – Takes required resources into account when planning.
Technical skills and knowledge Demonstrates specialist or technical knowledge and skills within one's functional area (e.g. Finance, HR, Policy, QA, etc).	– Possesses basic working knowledge of core area. – Has a good grasp of the fundamentals of the areas of knowledge, but needs to refer to other sources for detailed information when required to deal with anything other than the most straightforward situations. – Supervision and guidance from more experienced colleagues is expected. – Knows limits of own knowledge.
Teamwork The ability and willingness to work with others co-operatively and productively in order to achieve group objectives. This may include informal work groups, advisory groups or committees and project teams.	– Contributes positively by actively sharing information and listening and accepting others' points of view. – Shares the workload with others and contributes by being prepared and completing assigned tasks. – Maintains a positive outlook and shows flexibility to new approaches and ideas. – Is willing to learn from others at all levels. – Promotes team co-operation.
Communication 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.	– Communicates clearly, concisely, confidently, courteously, calmly and tactfully. – Listens and understands. – Shares information in an open and honest way. – Demonstrates basic written and oral skills, including telephone skills and ability to use email. – Takes clear and accurate messages. – Records/inputs information accurately and collates information appropriately.
Problem solving and judgement The ability to apply an objective, logical reasoning process to a problem or work situation in order to develop a conclusion or recommendation. This	– Sees the relationship between components of a problem or situation; recognises cause and effect relationships ("if this, then that" thinking). – Produces practical, workable solutions. – Knows when to refer upwards, with appropriate recommendations.

Competency	Description of success profile behaviour
includes logically breaking down problems into different parts, identifying key issues and their relationships, interpreting, clarifying, analysing, explaining and developing recommendations or advice.	
Relationship management 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.	– Builds rapport easily and handles issues without alienating people. – Makes a conscious effort to build relationships with clients, stakeholders, staff and colleagues by following through on commitments, respecting confidentiality, and demonstrating an interest in their work-related issues and activities.
Results orientation 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.	– Is clear about own objectives. – Achieves planned results on time and to agreed standards. – Deals with both difficult tasks and routine aspects of job.
Change orientation 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	– Is open to new and better ways to do things. – Is positive about changes that may lead to improvements. – Keeps one's emotions under control when facing a situation that requires adaptability. – Is prepared to take responsibility for implementing ideas for improvement within one's own work area. – Readily contributes new ideas.

Competency	Description of success profile behaviour
welcoming new ways of doing things and adapting to change in the work environment.	

Desirable competencies

Competency	Description of success profile behaviour
Cultural responsiveness The ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Māori and other cultural groups, effectively relating to clients from diverse cultural backgrounds, fostering a culturally safe working environment for staff.	– Understands and is responsive to the needs of different cultural groups in the delivery of services; – Maintains effective relationships with Oranga Tamariki clients and employees and understands their perspectives and priorities; – Understands the practices surrounding the Treaty of Waitangi; – Interacts appropriately with Māori taking into consideration tikanga and kawa.
Integrity The ability to maintain confidences and trust, and to act in an honest, ethical and professional manner.	– Is honest, trustworthy and can be relied on for confidentiality. – Takes actions that are consistent with personal values and beliefs. – Demonstrates professionalism at all times.
Self-development 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.	– Keeps up to date with knowledge required to perform the job. – Attends training or development courses when arranged.