Position Description

wesley mission
driven to do more good

Kitchen Hand

Wesley Retirement Living

February 2026

Agreement

Signed–Manager	Signed–Employee
Date	Date

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "…doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Portfolio Name

The purpose of Wesley Retirement Living is to support older Australians access to programs, community, connection and opportunities within a Wesley Mission Retirement Village.

It achieves its purpose by providing quality retirement village units, access to 24/7 emergency support, onsite catering and maintenance services..

Services include Alan Walker Village, Carlingford and Frank Vickery Village, Sylvania.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the role is to support the Chef in running a small kitchen, to provide café style options for village residents and other customers. The Kitchen Hand is responsible for food preparation, ordering of pre-made foods, cooking of meal offerings, serving, barista duties and maintaining a clean kitchen.

4. Relationships

Reports to: Café Manager / Chef

Key relationships:	Village Manager, Wesley Catering, Flexicare staff, Maintenance staff
Industrial instrument:	Restaurant industry

5. Major role responsibilities

- Assist with basic food preparation (e.g., chopping, peeling, portioning, plating)
- Prepare light meals, salads, or desserts as directed by the Café Manager/Chef
- Assist with serving meals during lunch and dinner services
- Ensure Village residents are satisfied with their food options and the quality of food presented to them
- Communicate effectively and empathetically with village residents and make them feel at home in café / dining area
- Wash dishes, utensils, pots, pans, and kitchen equipment
- Clean food preparation areas, benches, sinks, fridges, and appliances
- Ensure all cleaning tasks follow daily and weekly checklists
- Maintain waste disposal, including emptying bins, recycling and used cooking oil
- Follow all food handling procedures in accordance with Food Safety Standards
- Ensure proper storage and labelling of food items
- Assist with delivery unpacking and stock rotation (FIFO)
- Report any hygiene or safety issues immediately to the supervisor

6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.

- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Compliance with food safety and hygiene standards.

7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

8. Selection criteria

To be successful in this position, you must possess the following:

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
  - Work in accordance with the organisation's Vision, Mission and Values.
  - Value people through kindness, respect, care and support.
  - Foster trust through honesty, integrity, reliability and fairness.
  - Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
  - Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.

Essential skills/knowledge

- Ability to work in a fast-paced kitchen environment
- Strong attention to detail and commitment to cleanliness.
- Good communication and teamwork skills.
- Reliable, punctual, and positive attitude.
- Ability to follow directions and complete tasks independently.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Experience in a commercial kitchen (desirable but not essential).
- Knowledge of safe work practices and manual handling.
- National Police Check (required for aged care/retirement settings)

Training and qualifications

- Food Handling certificate

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.