

# Role Description



<b>Role title:</b>	<b>Classification:</b>
Catering and Domestic Officer	WHA3
<b>Division/Business unit:</b>	<b>Reports to:</b>
Disability and Specialised Services / Northgate Aged Care Facility	Manager Site Operations

<b>Role purpose:</b>
<p>The Catering and Domestic Officer is a role within Disability and Specialised Services and is accountable to the Manager Site Operations for:</p> <ul style="list-style-type: none"> <li>• Maintaining a safe, hygienic and comfortable environment for residents by undertaking domestic cleaning duties across rooms, common areas and facilities in line with infection control standards.</li> <li>• Assisting with food preparation, meal service and clean-up for residents.</li> <li>• Managing food and meal supplies, including ordering, receipting and liaising with Northgate staff and approved food providers.</li> <li>• Supporting food safety and quality processes, including participation in food audits and compliance with relevant procedures.</li> </ul>

<b>Key outcomes and accountabilities:</b>
<ol style="list-style-type: none"> <li>1. Ordering food through Northgate's approved food providers.</li> <li>2. Ensure that a high standard of cleanliness is maintained at Northgate by implementing and adhering to the documented cleaning schedule.</li> <li>3. Receive stock, load and unload goods, and assist with transferring prepared meals to and from ovens; and preparing and/or cooking food for functions as required.</li> <li>4. Operate specific equipment for cooking of food items, catered style food items, reheating meals and prepare special fluids if required.</li> <li>5. Serve well-presented plated meals in accordance with the daily menu.</li> <li>6. Clean food service equipment including washing dishes, floors and environments and follow the Food Safety Program and Hazard Analysis and Critical Control Points (HACCP) Principles.</li> <li>7. Complete required documentation including temperature taking of fridges, meals, dishwashers and checking house temperature documentation.</li> <li>8. Assist in the promoting of high-quality service delivery to older people with a cognitive impairment.</li> </ol> <p><i>Note:</i> Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.</p>

<b>Special conditions:</b>
<ul style="list-style-type: none"> <li>• Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.</li> </ul>

- Any other vaccinations as required by any Emergency Plan for Residential Aged Care Services eg: seasonal flu vaccination.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.

#### Key Relationships/Interactions:

- Manager Site Operations (line manager)
- Registered Nurses
- Approved Food Providers
- Northgate Disability Services Officers
- Northgate Residents and supporters

#### Budget/Delegations:

No budget or delegation accountabilities for this role.

#### DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

#### Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Food Industry Experience** – Demonstrate experience of working in a food service environment and using food safety systems and techniques.
2. **Food Industry Knowledge** – Demonstrate knowledge of Food Safety Standards and Food Safety Program and understanding of HACCP food safety philosophy as well as the use of cleaning chemicals, equipment and procedures relevant to a food service environment.
3. **Time Management** – Ability to manage a high and varied workload, organise priorities, meet deadlines and use initiative.
4. **Attention to Detail** – Check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
5. **Disability Awareness** – Demonstrate an understanding of the nature of disability and the impact for individuals, families and society.

6. **Workforce Health and Safety Knowledge** – Knowledge of workplace procedures for risk identification, risk assessment and risk control; Material Safety Data Sheets (MSDS), and Infection Control, including correct utilisation of appropriate personal protective equipment as required.
7. **Workforce Health and Safety Reporting** – Identification and reporting of all health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.

### Qualifications:

**Essential:** Not Applicable

### Key leadership competencies and expected behaviours at this classification:

#### Understands strategic direction

- Understands the shared vision for the business unit (BU).
- Understands purpose and expectations, and strives to reach collective goals.
- Considers multiple perspectives and organisational context of their role.
- Maintains a continuous learning approach and adapts to changes.
- Solves ad hoc problems; evaluates alternative solutions and makes recommendations.

#### Addresses clients' needs

- Delivers results and improvements to meet agreed outcomes of their role.
- Positions own role and skill development to meet the needs of the team.
- Makes effective and well-informed decisions about routine issues affecting the team and individual role.
- Abides by the laws, regulations and policies that apply to their role.
- Holds self-accountable for achieving outcomes and communicates progress with manager.
- Monitors and acts on feedback to improve own performance.
- Builds technical knowledge in own role to support organisational objectives.

#### Contributes to service delivery excellence

- Takes accountability for delivering assigned objectives.
- Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.
- Provides ongoing feedback to others.
- Seeks out and participates in learning opportunities that will help meet agreed performance standards.
- Strives to deliver excellent customer service by understanding needs.
- Manages time and other resources effectively.

#### Engages in positive working relationships

- Acts professionally within the boundaries of the organisation.
- Conveys facts, concepts and technical information adapting communication style to meet the audience.
- Listens to different ideas and discusses issues with consideration and care.
- Readily shares information and promotes a friendly, inclusive environment.
- Participates in professional networks and forums with team members, stakeholders and clients.
- Responds appropriately to others in an open and honest manner.

#### Demonstrates personal drive and professionalism

- Behaves consistently with the principles, values and ethics of the organisation.
- Acts confidently when providing advice and information; acknowledges mistakes and learns from them.
- Remains positive and focused on achieving objectives in difficult circumstances.
- Seeks opportunities to build knowledge, skills and self-awareness.
- Understands, values and responds to diversity, and treats people with respect.
- Looks after own health, safety and wellbeing, and raises concerns where necessary.

Approval:		
Assessed by: Samantha Klotz, Human Resources Business Partner		Date: 11/06/2026
Approved by: Alice Every, Interim Director, Aged Care Projects		Date: 11/06/2026