

POSITION DESCRIPTION

KITCHEN ASSISTANT

Program:	Meals Program
Reports to:	Chefs/Head Chef
Supervises:	Nil
Date of Last Review:	July 2026
Classification:	Meals Program and Support Services Employees Level 1 Sacred Heart Mission Enterprise Agreement 2023
Long Service Leave	Long Service Leave Act 2018 (Vic) or its successor This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

Within Sacred Heart Central there are several programs that provide an integrated service approach, and these are organised in three groups:

1. Support Services: Provides homelessness assistance (assertive engagement, crisis intervention, advocacy, and support) through the Meeting Place & Resource Room, Case Management.
2. The Wellness Place: Provides allied Health Services, activities, group work and therapies. Spiritual Care is also provided.
3. Meals: Responds flexibly to the needs of SHM service users, through the provision of nutritious meals in a pleasant environment. A daily breakfast and lunch service provides an average of 300 meals a day, every day of the year.

PURPOSE OF THE POSITION

To assist the Meals Service Program in providing the highest quality, most effective and caring service to service users in accordance with SHM's values and legislative and funding requirements.

KEY RESPONSIBILITIES

Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)			
Kitchen Clean Up	▪ Coordinate the wash-up area during shifts, including directing volunteers. ▪ Safely dispose of food scraps.			

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	▪ Clean up and wash cutlery, crockery, and cooking pans. ▪ Mop and scrub floors. ▪ Wash bench tops with appropriate disinfectants. ▪ Wash non-slip floor mats.
Food Preparation	▪ Assist chefs in the preparation of approximately 300 meals per day. ▪ Wash and chop produce. ▪ Collect food from dry store and freezer.
Unloading Truck Deliveries	▪ Unload truck deliveries. ▪ Ensure orderly maintenance of storage area. ▪ Move equipment and food items as per safe manual handling policy and procedures. ▪ Record relevant food safety information as required.
Professional Development	▪ Attend and participate in regular supervision sessions. ▪ Undertake all mandatory and core training in a timely manner. ▪ Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Health & Safety	▪ SHM staff are required to take reasonable care of their own health and safety and others in the workplace and comply with relevant policies, procedures, and instructions.
Information Security	▪ All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
RISK	▪ All SHM staff are required to consider, identify and address risk in accordance with the responsibilities of their position.
CQI (Continuous Quality Improvement)	▪ All SHM staff are encouraged to identify quality improvement opportunities and implement and monitor CQI initiatives in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	▪ All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.

MANDATORY REQUIREMENTS

- Eligibility to work in Australia
- A current criminal records check
- International police check for staff who have lived outside Australia for more than 12 months within the last 10 years.

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QUALIFICATIONS

- Certificate II or III in Hospitality (Kitchen Operations).
- Safe Food Handling and Manual Handling Certificate.

KEY SELECTION CRITERIA

- Maintains enthusiasm and understands own role in achieving SHM's mission.
- Considers the views of others and aims for group cohesion.
- Ensures risks are identified and reported.
- Observes the Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas.
- Demonstrates commitment to social justice and social inclusion.
- Excellent communication skills.
- Knowledge of trauma informed care practices.
- High level interpersonal skills, with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts.
- Ability to participate collaboratively and constructively within teams of peers, staff, and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Strong alignment with the values of Sacred Heart Mission.

VISION, PURPOSE AND VALUES

Our **vision** is of an inclusive and fair society where people can live a fulfilling life.

Our **purpose** is to end homelessness, deep disadvantage and social exclusion by building people's capacity and promoting fairer and more inclusive communities and service systems.

Our **Values** are:

Welcome

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.
- We show genuine interest in other people.

Community

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.

Kindness

- We make time to understand and support people's individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.
- We listen deeply and never assume that we know what is best for others.

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Integrity

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.

Courage

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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