



Blue Mountains Food Services Inc., (BMFS) is a not for profit, non-government organisation that provides a valuable community service to residents living in the Blue Mountains local government area.

ROLE DESCRIPTION – NDIS PROGRAM WORKER

Position Title	NDIS Program Worker
Location	Various Locations
Employment Type	Casual
Hours of Employment	Casual
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Supervisor	Manager NDIS Services
Direct Reports	Nil
Key Relationships	Participants, Volunteers (@Centre/Seniors Cooking Group programs), and Café Staff (@Work program only)

THE NATURE OF YOUR ROLE

The NDIS Program Worker is responsible for:

- Facilitating/delivering various Cook + Connect programs, supporting the participant to achieve their goals and to engage in community participation and life skills as required. The NDIS Program Worker may also deliver the Commonwealth Home Support Program (CHSP) Seniors Cooking Group program. The worker will be allocated to relevant programs by the Manager NDIS Services on a term by term basis or day by day basis as required.

ROLE RESPONSIBILITIES

NDIS Program – General Responsibilities including Community Participation Supports

- Liaise with the Manager NDIS Services in relation to the requirements of the NDIS participants and their specific support needs/goals regarding undertaking the specific Cook + Connect program, CHSP Seniors Cooking Group program or community participation and life skill activities.
- Allocating tasks to participants in accordance with their goals, the specific requirements of the individual Cook + Connect program and ensuring that they understand what is required of them.
- Supporting NDIS participants to work towards achieving their identified Cook + Connect program goals.
- Provide outstanding customer service in the delivery of the specific program or support provided including instructing, coaching and assisting the participant.
- Discuss any concerns or issues with or about a participant, or suggested changes to program times and activities with the Manager NDIS Services as they organise all rosters and will liaise with participants, their families and support coordinators as required.



@Centre – Specific Responsibilities

- Complying with all requirements outlined in the @Centre Program Outline.
- If required, determine the food to be cooked during the program.
- If required, purchase food for the @Centre/Seniors Cooking Group programs at a cost that is on average no more than the fee charged to participants and providing receipts in a timely manner to the Administration team in the office.
- Planning and setting daily program tasks with NDIS participants as required so that they are working toward their goals as identified during intake of the participant.
- Facilitating the @Centre group including leading participants through the preparation and cooking of assigned food/meals, required clean up and coordinating the volunteer assigned to the program for the individual session.
- Instructing participants how to use cooking equipment and utensils safely in accordance with manufacturers' instructions and to the level of their ability.

@Home – Specific Responsibilities

- Complying with all requirements outlined in the @Home Program Outline.
- Determining menus to be cooked in conjunction with participants for the @Home program.
- If required, assist the participant with shopping/taking them to the shops for the required ingredients.
- Facilitating the @Home program including leading participants through the preparation and cooking of agreed food/meals and required clean up.

@Work – Specific Responsibilities

- Complying with all requirements outlined in the @Work Program Outline.
- Working under the direction of Ben's Café Manager or the Chef as delegated and adhering to all reasonable directions and instructions provided.
- Liaising with Ben's Café Manager and Chef daily on tasks required under the @Work program.
- Instructing participants how to use Cafe equipment and utensils safely in accordance with manufacturers' instructions and to the level of their ability.
- Using specified ingredients in all recipes to be prepared and/or cooked.
- Guiding participants so that they learn agreed and safe practices in the Café.
- Helping the participant to understand food safety guidelines and to ensure the participant follows these food guidelines.
- Be an active part of Ben's Café team, providing high quality service to customers and ensuring that a co-operative, cohesive and safe work environment is always maintained.
- Develop and maintain high levels of customer engagement and customer service.
- Create and maintain a friendly and vibrant experience for staff, participants and customers.



Record Keeping, Reporting and Other Duties

- Write NDIS participant session reports where relevant and in accordance with BMFS report writing requirements.
- Collection and balancing of all money taken at an @Centre session and provide to the office as soon as reasonably possible after the session has ended but no later than the end of the week.
- Reporting of changes to NDIS participant health status, incidents or workplace hazards to Management as soon as practically possible after the issue is identified.
- Undertake other duties as reasonably requested.

Work Health & Safety

- Comply with Safe Work arrangements in accordance with the Work Health and Safety Policy and organisational and position related Policy and Procedures to achieve a safe workplace for all.
- Only undertake tasks if it is safe to do so for yourself and any other person in close proximity.
- Report any injury, incident or hazard to your supervisor.

General Policies

Comply with all BMFS Policies and Procedures including the BMFS Code of Ethics Agreement and BMFS Confidentiality Agreement.

Privacy and Confidentiality

Maintain privacy of all volunteer, client, participant and employee information and comply with BMFS Privacy Policy.

OUR VALUES

All employees are expected to adhere to our values at all times as listed below:

Integrity: We will be guided by principles of honesty and transparency ensuring that all actions can withstand scrutiny.

Respect: We value an individual's cultural diversity and choices and value each person's individuality. We will act equitably when working with all people.

Reliability: We will do what we say we will do, and we will do it, when we say we will do it.



WHAT WE REQUIRE FROM YOU

Experience, Qualifications and Personal Attributes

Essential:

- Previous experience in running group activities (@Centre Program only)
- A strong interest in food and preparation of food
- Food Handling Certificate – Level 1 (or willingness to complete)
- First Aid Certificate (or willingness to complete) (@Centre Program only)
- Ability to work independently without supervision and contribute to teamwork when required
- Willingness to follow reasonable supervisor directions
- Ability to lead, guide and coach team members and/or participants
- Strong time management skills
- Sound oral communication skills
- Ability to prioritise and meet deadlines
- Competent in using IT systems
- NDIS Worker Check (Police Check and Working with Children (WWC) Check (or willingness to obtain) (WWC @Home program only)
- Strong alignment with BMFS values
- Must be fully vaccinated including any boosters mandated by Government (COVID-19).

Desirable:

- Previous experience working with people with a disability, the aged and/or young people
- Experience teaching people about food and preparing food
- Hospitality or catering experience or a willingness to learn
- Sound written communication skills
- Ability to identify risks
- Certificate or other qualifications in Disability.



AGREEMENT

I have read, understood and agree to the above duties relating to my position with BMFS.

I understand from time to time my role may vary and agree to perform ad hoc duties to the Company's expectations that are within my skills and capabilities.

I also agree to attend relevant training when required to ensure industry knowledge is current.

I acknowledge that employees who fail to take reasonable care of their own safety and/or the safety of others will be liable to disciplinary action.

Employee Name: _____

Employee Signature: _____

Date: _____

General Manager Name: _____

General Manager Signature: _____

Date: _____