



JOB DESCRIPTION

POSITION TITLE	Dining Assistant
LOCATION	Taradale Masonic Rest Home & Continuing Care
REPORTS TO	GM - Care
DIRECT REPORTS	Nil
LAST UPDATE	August 2026

OUR VALUES – What we hold most dear

Embrace life & living – people, community, culture, difference, with fun, humour & positive energy.

Accept & respect choice – with openness and sensitivity, of individuality and individual needs, because we are stronger together.

Act with a service heart – with aroha, care and kindness for our residents, their families, our communities and each other.

PURPOSE

The Dining Assistant is responsible for supporting the kitchen team in the timely and efficient delivery of meals to residents. The role supports meal preparation, service and clean-up, ensuring that all food safety standards are adhered to, and that food and dining area presentation is of the highest standard. By contributing to a clean, organised, and welcoming environment, this role supports the overall health and well-being of the residents and contributes to a joyful dining experience.

KEY OBJECTIVES

- Provide excellent customer service by interacting with residents and staff in a friendly, professional manner, ensuring meals are delivered on time and to the correct specifications.
- Assist the kitchen team in delivering meals according to the menu plans created by the Senior Lead Chef, ensuring meal presentation and quality meet the required standards.
- Adhere to food safety regulations and procedures, maintaining compliance with all relevant food safety training and current legislation.
- Ensure the cleanliness and organisation of meal delivery areas, contributing to a safe and hygienic environment for residents and staff.
- Assist in the timely and accurate delivery of meals to residents, ensuring all dietary and medical requirements are met as directed by the Senior Lead Chef/Chef.

KEY RESPONSIBILITIES

KEY TASKS	PERFORMANCE OUTCOMES
Kitchen Support	- Assist with the preparation of breakfasts and the serving of meals, morning teas and drinks for Continuing Care Wing (CCW) residents. - Deliver meal trays to residents as needed, ensuring that meals are served in a timely and respectful manner. - Assist with set-up of the main dining room for lunch service. - Efficiently wash and dry kitchen and residents' dishes and utensils, ensuring cleanliness and sanitation standards are consistently met. - Maintain a clean and organised work area by consistently meeting cleaning and hygiene requirements throughout the shift.
Relationship Management	Build and maintain professional and effective relationships with key internal and external people and contacts across all levels across the organisation e.g., residents and their whānau, GPs, allied health professionals, contractors, suppliers etc to ensure effective communication and the smooth operations of the services NDMT provides.
Health and Safety	- Demonstrate a clear understanding of Health & Safety requirements including reporting of any identified safety hazards, near misses, incidents and accidents. - Demonstrate knowledge and understanding of NDMT emergency procedures including emergency evacuation procedures and civil defence emergency procedures (if applicable). - Support and adhere to all health and safety policies, procedures and systems that promote the health, safety and wellbeing of all people who work in, live in and access NDMT. - Ensure the appropriate use of Personal Protective Equipment (PPE) as required for specific tasks or work environments and ensure compliance with PPE protocols to maintain personal and team safety.
Cultural Awareness	- Participate in ongoing training and development provided to enhance knowledge and understanding of cultural awareness, ensuring respectful and inclusive practices that recognise and honor the diverse cultural backgrounds and preferences of all residents and colleagues. - Actively engage in and promote the principles of Te Tiriti o Waitangi in all interactions and decision-making processes. - Ensure all services provided to residents are spiritually and culturally appropriate by maintaining awareness of the principles of Te Tiriti o Waitangi, respecting tikanga Māori (Māori customs and protocols), and applying these cultural understandings in everyday interactions and professional settings. - Recognise the importance of the Pacific culture, language faith and family values and support NDMT to foster an inclusive environment by embracing and integrating Pacific Island cultural values, customs, and worldviews.
Professional Development	- Participate in all NDMT required training programmes. - Maintain up to date knowledge with relevant legislation, best practice activities, procedural and policy developments. - Maintain professional standards through self-development and attendance at appropriate courses.
Confidentiality	Maintain strict confidentiality at all times including compliance with the Privacy Act 2020 and all related organisational policies.
General	- Treat all residents, their families/whānau, friends, representatives and staff with respect at all times. - Positively promote the reputation of the NDMT at all times. - Carry out any other additional duties as may be reasonably required from time to time.

PERSON SPECIFICATION

Qualifications

- National Certificate in Hospitality, Food Safety Level 1 or similar, or relevant experience (*not essential*)

Skills, Experience and Attributes

- Experience assisting in a commercial kitchen, preferably in the aged care or healthcare sector (*preferred*).
- Experience supporting and working with elderly residents or people with special care needs.
- Outstanding customer services skills and a service-oriented person with a “can-do” attitude.
- Excellent oral and written communication skills.
- Patience and empathy with older people and their families.
- Ability to develop and maintain professional relationships with a broad range of internal and external stakeholders.
- Compassionate and caring manner with a sense of humour.
- Calm and logical when working under pressure in a fast-paced environment.