



JOB DESCRIPTION

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

KEY OBJECTIVES

- Demonstrate a commitment to quality service including communicating with staff & residents in a friendly, professional manner, ensuring timely, accurate and effective delivery of services.
- Follow menu plans as directed by the Senior Lead Chef to ensure meals meet the required quality and nutritional standards.
- Ensure compliance with food safety regulations by following all necessary policies, procedures and protocols.

KEY RESPONSIBILITIES

KEY TASKS	PERFORMANCE OUTCOMES
Kitchen Support	• Undertake the washing, drying, and proper storage of dishes, cutlery, and utensils, ensuring they meet hygiene and cleanliness standards. • Complete daily cleaning tasks in accordance with the established schedule to maintain a safe and sanitary kitchen environment. • Clear tables and dispose of waste following each meal service, ensuring the dining area remains tidy and prepared for the next service. • Assist with cleaning and setting up the dining area, ensuring tables and seating arrangements are ready for the next meal service and always highly presentable. • Maintain a high level of cleanliness and organization in the kitchen at all times, contributing to a safe and efficient work environment. • Strictly adhere to food safety practices, regulations, NDMT processes, and infection control policies to ensure a safe and hygienic environment.
Relationship Management	• Build and maintain professional and effective relationships with key internal and external people and contacts across all levels across the organisation eg, 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.
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PERSON SPECIFICATION

Qualifications

- National Certificate in Hospitality, Food Safety Level 1 or similar, or relevant experience (*preferred*).

Skills, Experience and Attributes

- Experience assisting in a commercial kitchen, preferably in an aged care or healthcare environment.
- 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.