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Chef Trainer – Maggie Beer Foundation

Employment: Full time
Reports to: Senior Chef Trainer
Direct reports: None
Works closely with: Training Team, other Chef Trainers, program staff and participating services
Location: New South Wales (Hybrid including onsite in Aged Care kitchens and work from home. Travel within NSW required and interstate as required).

Who are we?

The Maggie Beer Foundation is an influential charity dedicated to improving the food, nutrition and dining experience for older Australians.

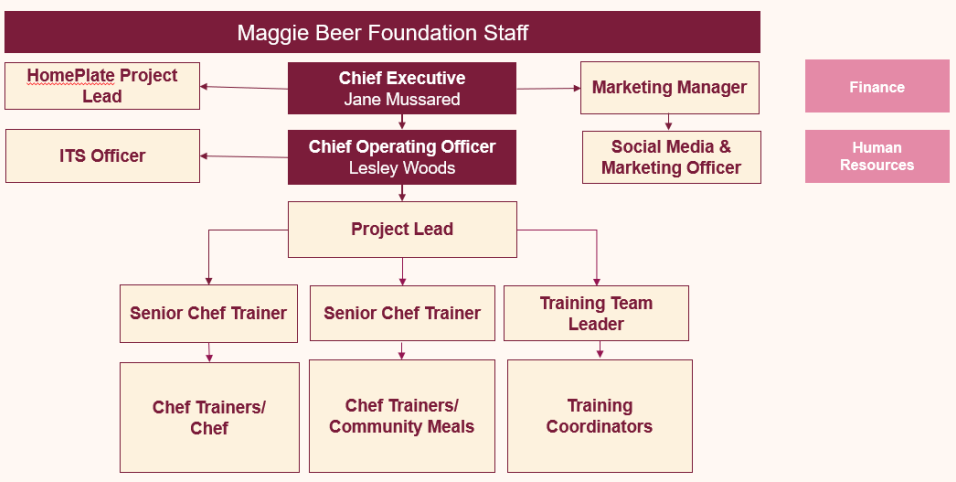
We work with government, aged care providers, cooks, chefs and health professionals to build the capability and confidence of aged care teams and create meaningful, sustainable improvements to food and dining.

In Maggie's words, *"Food is nutrition not just for the body, but also for the soul... It's what fires our appetite for life, no matter what age."*

About the role

The Chef Trainer delivers practical education, coaching and mentoring to teams providing food and meals for older people. The role supports services to translate learning into meaningful, sustainable improvements in food quality, kitchen practices, meal service & dining experiences.

The role contributes to three key programs: the Trainer Mentor Program, providing structured, tailored training and implementation support to residential aged-care homes; State and Territory Hubs, delivering short, practical courses to aged-care cooks, chefs and service teams; and the Community Meals Program, providing virtual and onsite training to community meal services.



Key responsibilities

1. Training Delivery, Coaching and Implementation

- Deliver engaging, practical onsite and virtual training across Trainer Mentor Program, State and Territory Hubs and the Community Meals Program, using approved course materials and agreed delivery models.
- Coach kitchen leaders, kitchen teams & service staff to apply learning in their workplaces, adapting facilitation to different skills, service models and operational constraints.
- Work with service teams and leaders to identify priorities, strengthen cooking and food service practices, and support sustainable improvements in meals and dining experiences.
- Use demonstrations, discussion, practice, observation and constructive feedback to build confidence, problem-solving and independent capability.
- Monitor each home's progress over 12 months using the Learn, Apply, Embed, Sustain model to support sustainable improvements.
- Identify barriers to implementation early, support practical solutions and refer matters beyond the role's authority to the Senior Chef Trainer.

2. Training preparation, coursework and feedback

- Prepare for assigned sessions, review participant or service background information, and ensure training resources, activities and equipment are ready.
- Review assigned coursework, implementation plans and evidence of learning; provide timely, specific and constructive feedback in accordance with program requirements.
- Follow up agreed learning actions and help participants translate coursework into practical changes in their kitchens and services.
- Use participant feedback and observed learning needs to refine delivery methods within approved program content.

3. Work planning, coordination and administration

- Plan and organise own workload across multiple homes, courses and programs, including session preparation, delivery, follow-up, travel and administration.
- Maintain agreed schedules and commitments; communicate availability, capacity constraints, emerging conflicts and proposed changes promptly.
- Work with Training Coordinators to organise logistics, participant communications, resources and travel, while taking responsibility for timely information and follow-through.
- Maintain accurate and timely training, attendance, coursework, progress and outcome records in Airtable and relevant learning portals.
- Complete timesheets, travel and expense submissions, and other administrative requirements in line with Foundation policies and deadlines.

4. Progress monitoring, quality and improvement

- Monitor participant and service progress against agreed activities, milestones and program requirements, and document actions, achievements and concerns.
- Participate in quality assurance, reflective practice, professional development and evaluation activities; respond constructively to feedback on training delivery.
- Share observations, case examples and improvement opportunities to inform training content, resources, program design and delivery processes.

- Contribute to the development, review, testing or filming of learning resources and other Foundation projects as allocated.

5. Relationships and Foundation representation

- Build respectful, productive relationships with service leaders, cooks, chefs, other staff and older people, using an encouraging, culturally respectful and non-judgemental approach.
- Collaborate with Senior Chef Trainers, Training Coordinators, other Chef Trainers and Foundation colleagues to deliver consistent, high-quality programs.
- Actively engage in regular Chef Trainer catch-ups, contribute to discussions, share knowledge and experiences, and support team collaboration and continuous improvement.
- Represent the Foundation professionally at stakeholder meetings, industry events, conferences, demonstrations and media opportunities when requested and authorised.
- Communicate consistently with the Foundation's approved messages, respect confidentiality and professional boundaries, and comply with food safety and workplace health and safety requirements.

Decision-making and accountability

Chef Trainers are accountable for the quality, preparation, delivery and documentation of their assigned training. They can adapt coaching methods and session activities to the needs of participants within approved program parameters and recommend changes based on evidence from services.

Allocation of homes and major program work, changes to core requirements, significant additional training or resources, formal program pauses and exit decisions require approval through the Senior Chef Trainer and relevant delegated processes. Chef Trainers must raise emerging concerns early rather than commit the Foundation to unapproved changes.

Working relationships

Chef Trainer works closely with:

- **Senior Chef Trainer** (line manager) - Provides guidance, coaching and oversight of training delivery, workload, performance and program quality.
- **Training Coordinators** - Collaborate on training schedules, travel arrangements, participant communications, documentation and administrative requirements to support effective program delivery.
- **Fellow Chef Trainers and other program staff** - Share knowledge, resources and practical experiences, collaborate on training activities and contribute to consistent, high-quality program delivery.
- **Aged-care managers, kitchen leaders, cooks and chefs and other relevant stakeholders** - Build positive working relationships, deliver training and coaching, support the implementation of improvements and encourage sustainable changes to food and dining practices.

What success looks like

- Training is engaging, practical and delivered reliably to agreed standards and schedules.
- Participating teams develop confidence and demonstrate improvements in cooking, food service and dining practices.
- Services are supported to implement and sustain agreed changes, with risks and barriers identified early.
- Program records are complete, accurate and timely, and stakeholders experience clear, professional communication.

Qualities, skills and experience

Essential

- At least five years' experience in senior commercial kitchen roles, with strong practical cooking skills and sound food safety knowledge.
- Experience leading, coaching or developing kitchen teams and supporting changes to established work practices.
- Excellent interpersonal, communication and facilitation skills, including the ability to explain and demonstrate techniques to people with varied experience.
- Ability to build trust, motivate others, handle resistance constructively and adapt to different service environments.
- Strong organisation, time management, problem-solving and independent working skills, including managing travel and competing commitments.
- Confidence using Microsoft Office, Outlook and online systems for virtual meetings, learning activities and accurate records.
- Willingness and ability to travel regularly, including overnight and interstate travel as required.
- Commitment to the Foundation's purpose and to respectful, person-centred food and dining experiences for older people.

Desirable

- Experience in residential aged care, community meal services or other food services for older people.
- Experience delivering workplace training, mentoring and coaching to support skills development, operational improvement and sustainable workplace transformation.
- Experience in the development, delivery and assessment of accredited vocational education and training programs or virtual training.
- Understanding of food and nutrition needs of older people, texture-modified meals and the operational challenges of aged-care and community food services.
- Familiarity with the Foundation's online learning modules and resources.