



JOB DESCRIPTION

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| POST: | Catering Assistant |
| GRADE: | Band 2 |
| ACCOUNTABLE TO: | Director of Support Services |
| RESPONSIBLE TO: | Catering Manager |
| BASE: | Helen & Douglas House |
| DBS CHECK: | Enhanced & Barred |

JOB SUMMARY:

The Catering department provides services to patrons 6.5 days a week. Providing breakfast, lunch and evening meals during the week and brunch and an evening meal at weekends. It also provides catering for special occasions and lunch for paid staff as required. Volunteers are an integral part of the workforce and all staff have a responsibility to train, support and supervise volunteers as part of their role.

MAIN DUTIES AND RESPONSIBILITIES:

- To prepare, cook and serve well presented, high quality, nutritious and safe food for patients, staff, volunteers and special functions, in accordance with current legislation and local departmental policy.
- To plan own and volunteer daily work load, preparing and cooking food according to the menu requirements of the day, together with anything requested by the catering manager, Head of Health & Safety or the Director of Support Services to ensure the efficient service of food at the prescribed times.
- To ensure that food is prepared and cooked to the planned menu cycle using the standard recipes.
- To ensure food is prepared and cooked in accordance with the Regulation (EC) no 852/2004 (applied by regulation 17 (1) food hygiene (England) regulations 2006.
- To monitor & record temperatures throughout the storage, preparation, cooking and service process in accordance with the Regulation (EC) no 852/2004 (applied by regulation 17 (1) food hygiene (England) regulations 2006 reporting any deficiencies to a senior member of the team.

- To work with guidance from the Helen House care team to provide special and therapeutic diets or diets to meet ethnic and cultural requirements.
- To ensure that the security of the department and related stores is maintained at all times.
- To ensure that appropriate levels of food are available for out of hours use before leaving at the end of a shift.
- Keep manager informed of items considered to be sub-standard and ensure good presentation of foodstuffs and maintain portion controls. To understand the principles of stock rotation and carry it out at all times.
- To comply with the procedure for the reporting of sickness and absences, ensuring all episodes of illness are reported immediately.
- To attend any relevant training and respective refresher training when required.
- Assist in with the induction of new staff and volunteers continuing training of other members of the catering team.
- To undertake the Chartered Institute of Environmental Health Level 2 Award Food Safety in Catering followed by the Level 3 Award.
- Ensure working areas and related equipment are kept clean and that good hygiene practices are observed at all times.
- To comply with cleaning schedules and the correct use of equipment and cleaning agents, including the correct use of colour coded equipment.
- To report any instances of contamination or pest infestation to a senior member of the team, immediately.
- Ensure uniform is clean and tidy and must not be worn travelling to and from work under any circumstances.
- To maintain the highest standards of personal hygiene and appearance as required by Regulation (EC) no 852/2004 (applied by regulation 17 (1) food hygiene (England) regulations 2006
- To work in accordance with safe practices for oneself and colleagues and to report defective machinery or equipment as required by the Health & Safety at Work Act 1974.
- To look after your own volunteer's health & Safety at work and that of others who your acts or omissions may affect, including visitors and patients of the organisation.
- While at work, comply with the health & safety procedures and work practices that are in place.
- Be aware of the location of emergency equipment such as fire extinguishers, first aid boxes etc., reporting any deficiencies to a senior member of the team.
- To report any losses or thefts either suspected or actual to a senior member of the catering team.

- To carry out any reasonable request or duty required by a senior member of the catering team to the efficient and effective running of the hospital catering department.
- To identify any risks relating to the operation of the kitchen with regards to HACCP, COSHH, Health and Safety/risk assessments, etc. and taking appropriate action as necessary.

Supervisory Responsibility

- Support welfare needs of volunteers where allocated working alongside you, ensuring that they are aware of matters relevant to their health, safety and welfare.
- Delegate tasks appropriate to skill level to volunteers to enable the efficient processing of applicants.
- Monitor the quality of the tasks undertaken and give feedback where outcomes don't meet expected requirements.

Training and Development

- Ensure that volunteers are adequately trained to undertake the tasks assigned.
- Prepare training material for appointing managers to support their use of the online recruitment system, to support internal procedures and policy.

Helen & Douglas House General Responsibilities:

Every employee is required to:

- Adhere to and comply with organisational policies, procedures and guidelines at all times.
- Implement Risk Management strategies (including reporting, registering risk and learning) - taking all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
- Comply with the organisational policy on confidentiality, information governance and the Data Protection Act 1998 as amended relating to information held manually or on computerised systems.
- Respect the confidentiality of children, young adults and staff and volunteers at all times.
- Promote and protect the privacy and dignity of children and young adults at all times.
- Comply with the requirements of the organisational Safeguarding Policy, and at all times during the course of employment act in such a way as to promote the wellbeing of children and other vulnerable people.
- Be accountable and responsible for following the Health and Safety Guidelines including the House Fire Policy and all other House policies and

procedures; being proactive in the identification, reporting and management of hazards.

- Ensure compliance with Care Quality Commission (CQC), organisational and local House policies and guidelines, The Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 by everyone concerned.
- To maintain current registration with your professional body (if applicable). To ensure that your statutory professional updating and educational requirements are maintained and provide proof of renewed registration when this is due. To abide by your profession's published Code of Conduct; any breach of this Code of Conduct will be regarded as a disciplinary offence.
- Helen & Douglas House is fully committed to the principles and practices of equal opportunity and diversity. It recognises that the success of a business depends on people. Capitalising on what is unique about individuals and drawing on their different perspectives and experiences will add value to the way we do business and provide care. This principle is implemented in line with the provisions of the Equality Act 2010 which provides freedom from discrimination on the basis of 'protected characteristics', namely age, disability (which includes mental health and people diagnosed as clinically obese), race, religion or belief, sex, sexual orientation, gender reassignment (people who are having or who have had a sex change, transvestites and transgender people), marriage and civil partnership, and pregnancy and maternity.
- Implement Health and Safety regulations – through risk assessment. Maintaining a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors and themselves, reporting any accidents or faults in line with organisational policy, and fully participating in health and safety training.
- Maintain high standards of infection prevention and control practice throughout the performance of duties and in accordance with Helen & Douglas House Infection Prevention and Control Policies and Procedures.
- Comply with the requirements of the Disclosure and Barring Service Policy in relation to the undertaking of regular DBS checks, presentation of associated certificates, and immediate notification of any situation which may affect competence or professional registration.
- To promote a positive image of the House and the charity, and participate, as required, in external teaching or promotional sessions.
- Participate in personal professional training and development, appraisals and attend all relevant mandatory training courses as required.
- Take part in service or departmental evaluation as required.
- Embrace the volunteer culture which exists in the organisation

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment you may be required to undertake such other duties, such as link roles, and/or hours of work as may reasonably be required, commensurate with your general level of responsibility with the organisation, at your initial place of work or at any other establishment.

Our working premises are no smoking areas

PERSON SPECIFICATION

Job Title: Catering Assistant

| Criteria | Essential | Desirable | Assessed by | | |
|----------------------------------|--|---|-------------|-----|---|
| | | | A/F | I/T | R |
| Qualifications | Basic Food Hygiene Certificate NVQ 2 | Basic Food Hygiene Certificate NVQ 3 or equivalent qualification in catering or working towards level 3 qualification | A/F | | |
| Experience/ Knowledge | Experience of working in a food service delivery environment | | A/F | I/T | |
| | | Experience of catering within healthcare setting | A/F | I/T | |
| | Experience of interacting with a range of people and courteously managing their expectations | | A/F | I/T | |
| | | Knowledge of the principles of Safeguarding Children | A/F | I/T | |
| | Demonstrable knowledge of Health and Safety responsibilities | | A/F | I/T | |
| | | Demonstrable experience of providing for those with special | | I/T | |

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|---------------|--|--|-----|-----|--|
| | | <p>dietary requirements</p> <p>Experience of working with volunteers and staff with a wide variety of backgrounds</p> <p>Demonstrable experience of utilising IT to an efficient operational level</p> | | I/T | |
| Skills | <p>Well-developed English language skills, in order to communicate effectively with team members and others such as care team, regarding the catering needs of the service, and able to read and understand written instructions, health and safety information and accurately complete administration procedures such as temperature monitoring</p> <p>Ability to exercise judgement and operate to a high degree of discretion and confidentiality.</p> <p>Able to cope with periods of regular pressure (particularly in terms of time)</p> | | | I/T | |
| Other | <p>Flexibility to work on a 6.5 day rota or split shifts.</p> <p>Ability to work independently</p> <p>The highest standards of personal hygiene and presentation</p> <p>Not on ISA Barred list from working with children/adults</p> | | A/F | I/T | |

Code: A/F – Application form, I/T – Interview/Test, R – References

Physical, Mental and Emotional Effort – Chef

Physical Effort

- Moving and Handling:
 - Loading/unloading machines many times over a 10 hr. shift
 - Stocking shelves/fridges/freezers
 - Using/moving heavy equipment

- Required to handle large amounts of hot food
- Required to work in extreme environments (i.e. hot/cold) on a daily basis
- Repetitive Motion: Chopping

Mental Effort

- Required to communicate with other employees about needs of children/guests/families/children
- Required to be flexible – needing to adjust working schedules at the last minute/adjust menus or catering for extras (this may be at short notice)
- Communication and negotiating skills required to interact/deal with staff issues
- Communicating with multi-disciplinary teams and external professionals.

Emotional Effort

- Required to be sensitive to the needs of families/children/guests
- Supporting and managing staff when dealing with distressing/emotional circumstances (personal or work) or imparting unwelcome news (e.g. disciplinary matters).

Working Conditions

- Required to work in Helen House. The house is a busy active place with people accessing all areas including the kitchen
- Can be very hot in the kitchens, particularly in summer.

Budget and Financial Responsibility for Chef

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|--|----------------|-------------|
| Budget responsibility for following Cost Centre(s) | | |
| Delegated budget responsibility for following Cost Centre(s) | | |
| | Income | Expenditure |
| Budget Value | £0 | £0 |
| Financial Authority Limit | £0 | |
| Organisation Credit Card Limit | £0 | |
| Information Governance: Accountable Officer | Yes/ No | |
| Information Governance: Senior Information Risk Officer (SIRO) | Yes/ No | |
| Information Governance: Information Asset Owner (IAO) | Yes/ No | |
| Information Governance: Information Asset Administrator (IAA) | Yes/ No | |
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