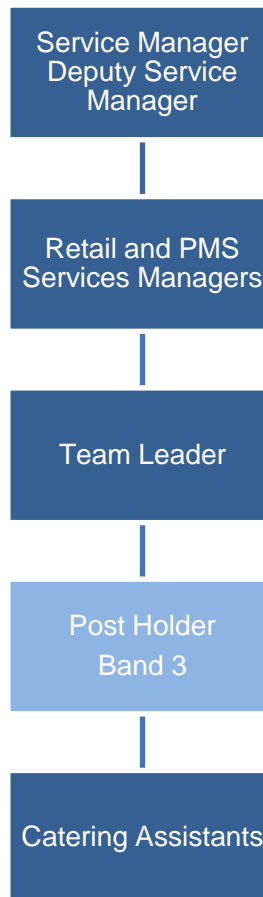


“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

JOB DETAILS	
Job Title	Catering Supervisor
Reports to	Patients Meals Manager
Band	3
Department/Directorate	Estates and Facilities / Catering

JOB PURPOSE	
<p>To organise and supervise on a day to day basis the patient meals service team in providing catering support ensuring the provision of an efficient, hygienic and quality service whilst meeting the needs of all patients.</p> <p>To ensure that all duties and responsibilities are carried out in association with the role of first line management.</p> <p>.</p> <p>Ensure the professional image of the Trust is maintained at all times.</p> <p>Ensure all information is secure and confidentiality of information is maintained at all time.</p>	
KEY WORKING RELATIONSHIPS	
<ul style="list-style-type: none"> • Service Manager • Deputy Service Manager • Retail Catering Services Manager • PMS Catering Services Manager • Catering Team Leaders • Retail Services Supervisors • PMS Services Supervisors • Stores Persons • Kitchen, PMS and Retail Teams • Quality Assurance & Performance Co-ordinator • Administrators 	

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

COMMUNICATION/RELATIONSHIP SKILLS

- Provide and receive routine information
- Liaise within the multidisciplinary team to ensure essential information is available
- Inform Wards of any short notice changes of service provision and wherever possible provide them with alternative arrangements
- Make and receive telephone calls both external and internal according to Trust standards
- Take messages, ensuring they are actioned and/or received by the correct recipient
- Communicate effectively including discussion and written communication
- Proactively manage email communication in line with the RD&E's Email Best Practice guidance
- Liaise with Site Management Team and Infection Prevention and Control regarding current operational escalation levels and escalate any matters arising.
- To communicate with patients and colleagues in a courteous, professional and timely manner at all times.
- Deal with all day to day correspondence within the department – initiating appropriate responses in order to provide patients, staff and other parties with required information.

- To relay verbal and telephone messages to the Team Leaders and other Supervisors as required.
- To acknowledge and help all visitors and staff attending the department as instructed.

ANALYTICAL/JUDGEMENTAL SKILLS

- Escalate any increases in operational demand to the Catering Management Team
- The Patient Meal Service Supervisor ensures that all wards are staffed with the appropriate ward catering staff and that all food and beverage requirements are served to meet all the patients' dietary requirements
- To ensure cleaning schedules are adhered to on a daily basis and maintained to show compliance with the FSMS

PLANNING/ORGANISATIONAL SKILLS

- Organise and/or support meetings through effective communication.
- To ensure notice boards are tidy and contain up to date and relevant information.
- To work with the team to ensure adequate cover is in place during periods of leave, training and absences.
- To organise the day to day activities of the catering assistance.
- To provide general administrative support, as required, to enable an effective and efficient service to be maintained.
- The Patient Meal Service Supervisor ensures that all wards are staffed with the appropriate ward catering staff and that all food and beverage requirements are served to meet all the patients' dietary requirements
- To ensure cleaning schedules are adhered to on a daily basis and maintained to show compliance with the FSMS

PHYSICAL SKILLS

- Keyboard skills for precise data entry and interrogation on a daily basis.
- To assist the catering assistance r during times of resource shortage or capacity pressures.

PATIENT/CLIENT CARE

- Provide excellent customer care during incidental contact, in a calm and professional manner – some situations and conversations may be challenging.
- Contact with patients may be required during the course of your normal responsibilities

POLICY/SERVICE DEVELOPMENT

- Implements policies for own work are and proposes change to working practises
- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
- Work as part of the team in developing processes within the department to meet the demands of a growing service.
- To maintain staff records associated with staff attendance in accordance with the Trust Policies in order to ensure internal and external audit requirements are met.
- Undertake training as required to maintain competency/comply with trust policies
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.

- Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures.
- To take part in day to day management discussions and monthly meetings to discuss ongoing issues and the development of the Department.
- The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.
- To ensure that relevant Food Hygiene, Health and Safety and other Statutory Legislation is adhered to at all times and that all stipulated records are maintained.
-

FINANCIAL/PHYSICAL RESOURCES

- Responsible for maintaining and ensuring security of stock
- To monitor and maintain use of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service.
- Ensure that adequate and appropriate stationery and staff uniform supplies are available and order additional as required.
- To use and ensure that office equipment is maintained.
- Checking Sell/Use By dates
- Stock is rotated prior to use
- To monitor and control wastage to agreed levels within all areas of responsibility whilst being proactive in the prevention of waste and maintenance of appropriate records as directed by management

HUMAN RESOURCES

- Responsible for day to day supervision of all catering assistance regarding sickness, welfare and conduct issues.
- To maintain associated staff records and whilst respecting any confidence, bring to the attention of the Catering Management any problems that may require further action.
- To relay information to the Retail and Patient Meal Service Teams on a daily basis and inform the duty Team Leader
- To assist with the recruitment, selection and training of staff as required by the Management Team. The post holder will be required to support new starters and other team members as required.

INFORMATION RESOURCES

- To ensure all data, whether paper based or electronic, is stored, retrieved and archived according to Trust standards and maintaining data protection.
- To carry out filing, photocopying, typing of e-mails and compilation of letters as requested by the management team.
- To maintain records and filing systems in line with Trust policies.
-

RESEARCH AND DEVELOPMENT

- Undertakes surveys or audits necessary to own work.
- Support internal audit and monitoring to ensure compliance with Environment Health Guidance
- Support annual staff survey result and subsequent action plans.

FREEDOM TO ACT

- Works within clearly defined procedures using own initiative on routine matters, supervision available for reference.
- Respond to complaints where appropriate, escalating to Line Manager if unable to resolve.

PHYSICAL EFFORT

- Lifting equipment and supplies
- Frequent requirement for light physical effort for several short periods during a shift

MENTAL EFFORT

- Frequent requirement for concentration where the work pattern is predictable with few competing demands.

EMOTIONAL EFFORT

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- Dealing compassionately and empathetically with patients or staff who may exhibit emotional difficulties and refer them to the correct agencies for assistance if required

WORKING CONDITIONS

- Occasional exposure to unpleasant working conditions
Working in cold and very cold environments
Working in warm and humid environments
- Expected to assist in all areas of the kitchen where possible at times of staff shortage

OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.
- To contribute to and work within a safe working environment.
- As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.
- The Patient Meals Service in conjunction with the Ward Housekeeping Service is responsible for delivering hot & cold meals, snacks and beverages to patients. Frozen food is loaded into portable ovens and cooked within the kitchen, cold food items and snacks are also loaded into these units and then at the end of a regen cooking cycle they are delivered to the wards where the food is served by the housekeeper. On average 1400 meals are served daily.
-

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision, we expect all our staff to uphold our Trust values.

Our Trust values are:

- Honesty, Openness & Integrity
 - Fairness,
- Inclusion & Collaboration
 - Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

POST	Catering Supervisor
BAND	3

Requirements	Essential	Desirable
QUALIFICATION/SPECIAL TRAINING		
Minimum GCSE grade A-C or equivalent in Maths and English NVQ III in Administration or Customer Service or proven equivalent experience ECDL or equivalent	E E	D
KNOWLEDGE/SKILLS		
Excellent verbal and written communication skills. Interpersonal effectiveness with the ability to demonstrate an understanding of customer care or dealing with the general public. Understanding the need for confidentiality Ability to deal with telephone enquiries politely and efficiently. Numerate and understand cash handling.	E E E E E	
EXPERIENCE		D
Previous clerical experience preferably in a hospital environment.		
PERSONAL ATTRIBUTES		
Enthusiastic and Motivated Good basic organisational skills Ability to work methodically and prioritise workload using own initiative Excellent interpersonal skills Able to work under pressure Ability to meet deadlines Ability to work as part of a team Understanding own limitations and willingness to ask for assistance Adaptable and flexible Able to demonstrate effective learning from experiences	E E E E E E E E E E	
OTHER REQUIRMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)					Y
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort			Y		
Mental Effort					Y
Emotional Effort			Y		
Working in isolation	N				
Challenging behaviour			Y		

COMPETENCY REQUIREMENTS

To be completed for all new positions

Please tick which of these essential learnings is applicable to this role
(NB those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Safeguarding Children	Group 1	<input type="checkbox"/>	Blood Transfusion	BDS18 collection	<input type="checkbox"/>	Consent Training	<input type="checkbox"/>
	Group 2	<input type="checkbox"/>		BDS 19 & 20 Preparing & Administering	<input type="checkbox"/>	VTE Training	<input type="checkbox"/>
	Group 3	<input type="checkbox"/>		BDS 17 Receipting	<input type="checkbox"/>	Record management and the nhs code of practice	<input type="checkbox"/>
	Group 4	<input type="checkbox"/>		Obtaining a blood sample for transfusion	<input type="checkbox"/>	The importance of good clinical record keeping	<input type="checkbox"/>
	Group 5	<input type="checkbox"/>		Annual Update	<input type="checkbox"/>	Antimicrobial Prudent Prescribing	<input type="checkbox"/>
	Group 6	<input type="checkbox"/>				Control & Restraint Annual	<input type="checkbox"/>
Not mapped this one		<input type="checkbox"/>	Safeguarding Adults Awareness	Clinical Staff	<input checked="" type="checkbox"/>	Mental Capacity/DOL's	<input type="checkbox"/>
				Non Clinical Staff	<input type="checkbox"/>		
Manual Handling – Two Year		<input checked="" type="checkbox"/>	Falls, slips, trips & falls	Patients	<input type="checkbox"/>		
Equality & Diversity – One-Off requirement		<input checked="" type="checkbox"/>		Staff/Others	<input checked="" type="checkbox"/>		
Fire	Annual	<input checked="" type="checkbox"/>	Investigations of incidents, complaints and claims		<input type="checkbox"/>		
	Two Yearly	<input type="checkbox"/>	Conflict Resolution – 3 yearly		<input type="checkbox"/>		
Infection Control/Hand Hygiene	Annual requirement	<input checked="" type="checkbox"/>	Waterlow		<input type="checkbox"/>		
	One-Off requirement	<input type="checkbox"/>	PUCLAS		<input type="checkbox"/>		
Information Governance		<input checked="" type="checkbox"/>	Clinical Waste Management	Application principles for clinical staff	<input type="checkbox"/>		

Harassment & Bullying (Self Declaration – One off requirement)	<input checked="" type="checkbox"/>		Application principles for housekeeping	<input type="checkbox"/>		
			Application principles for portering and waste	<input type="checkbox"/>		



JM0390

