

“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 Assistant - Patient Meal Services
Reports to	Catering Supervisors/ Team Leader
Band	2
Department/Directorate	Catering / Estates and Facilities Management (EFM)

JOB PURPOSE

- Working for the Catering department the post holder will be required to work within the Patient Meal Service under supervision and with appropriate guidelines.
- To load & deliver trolleys throughout the hospital, produce salads, prepare fresh produce and work within the main kitchen wash up area.
- To cover all aspects of the food and beverage service on all ward areas when required.

KEY WORKING RELATIONSHIPS

Ward Housekeepers
Ward Matron
Ward Sisters / Charge Nurse / Nursing Team
Patient Meal Service Manager / Supervisors / Team Leaders
Domestic Managers / Supervisors / Quality Assurance Team / Domestic Assistants
Patients
Multi-Disciplinary Ward Team

ORGANISATIONAL CHART



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KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To load trolleys with both frozen and fresh produce, keeping an accurate record of this
- Probing a recording food temperatures accurately
- Delivering food trolleys to wards and other ward supplies
- To work on a variety of wards serving the lunch and supper meal service to patients.
- To work on wards ensuring that patients receive all beverages services.
- Produce salads, wrap cakes, prepare potatoes and tinned fruit as well as jacket potato fillings
- To maintain the cleanliness of the work area
- Operate the dish washing machine and carry out daily cleaning
- Carry out all aspects of area, equipment and utensil cleaning in accordance with cleaning schedules
- To work as a productive member of the catering team with a flexible attitude to the work and be sensitive to other colleagues requirements
- To receive goods and supplies and place correctly in appropriate storerooms

COMMUNICATION/RELATIONSHIP SKILLS

- To attend and participate in team meetings.
- To maintain effective working relationships
- To foster people's equality, diversity and rights
- To ensure in conjunction with the ward catering staff and housekeepers that meal requirements for discharged patients are cancelled and newly admitted patients' meal requirements are actioned promptly.
- To co-ordinate extra meal requirements that may arise in conjunction with the Ward Housekeeper or Nurse in Charge
- Liaise with Ward Housekeeper or in their absence the nurse in charge, on all aspects of the patients' meal and beverage service and associated duties including any special dietary requirements.

ANALYTICAL/JUDGEMENTAL SKILLS

- Monitor and record regenerated food temperatures prior to and during service in accordance with food safety regulations and take corrective action where necessary if food does not reach the required temperature.
- To comply with all relevant Food Hygiene, Health and Safety and all other legislation.

PLANNING/ORGANISATIONAL SKILLS

- To work on own initiative to complete tasks set out in the daily schedule

PHYSICAL SKILLS

- Role involves frequent physical tasks, moving meal trolleys, co-ordinating stock movements, working within a hot and humid dish-wash environment, serving food and beverages and cleaning tasks, it also requires long periods of standing.

PATIENT/CLIENT CARE

- Post involves frequent patient contact - serving food and beverages, liaising with menu choices.
- To respect the privacy and dignity of patients whilst carrying out food service and other duties.
- To refer complaints to the supervisor

POLICY/SERVICE DEVELOPMENT

- Adhere to all Trust and departmental policies and procedures relating to their role.
- Comply with local procedures.

FINANCIAL/PHYSICAL RESOURCES

- To keep food wastage to a minimum, ensure resources are utilised as effectively as possible and patient movements are relayed back to the supervisory team.

HUMAN RESOURCES

- To participate in performance review (with Catering Services Supervisor).
- To undertake any mandatory training or other training required to maintain competency in the role.

INFORMATION RESOURCES

- To maintain complete confidentiality with regard to patient issues.
- To complete all required paperwork correctly and in a timely manner. This includes Food Record Chart, Fluid Charts, temperature records, daily cleaning checklists etc

RESEARCH AND DEVELOPMENT

- Undertake other surveys or audits as necessary relevant to role
- To participate in satisfaction surveys as required

FREEDOM TO ACT

- Work within clearly defined occupational policies, work is managed, rather than supervised.
- Works within HR policies and procedures; operates on own initiative, takes advice from manager if required

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 .
- 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.
- 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.
- Contribute to and work within a safe working environment.
- 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.

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.

PERSON SPECIFICATION

POST	Catering Assistant – Wards
BAND	2

Requirements	Essential	Desirable
<u>QUALIFICATIONS / TRAINING</u> Good Basic Education, GCSE A –D including Maths and English or equivalent Food Hygiene certificate or equivalent Manual Handling training / certificate or equivalent	E	D D
<u>KNOWLEDGE / SKILLS</u> Customer Service/ able to demonstrate experience Ability to work on own/use initiative Understand the concept of quality Understand the importance of hygiene and safety	E E	D D
<u>EXPERIENCE</u> Experience of working within in a food service environment Experience of working within health and safety guidelines Experience of working with members of public Confident in using catering equipment Experience of working within a customer facing role Experience of working within a team	E E E	D D D
<u>PERSONAL ATTRIBUTES</u> Good interpersonal skills and communicator Ability to work within a busy environment where flexibility may be needed Good customer service skills	E E E E	
<u>OTHER REQUIREMENTS:</u> Commercially aware/customer focussed Ability to work under pressure Ability to work within large and small teams Ability to follow departmental regulations and assimilate training	E E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y			✓	
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/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	N				
Heavy manual handling (>10kg)	Y			✓	
Driving	N				
Food handling	Y				✓
Night working	N				
Electrical work	N				
Physical Effort	Y			✓	
Mental Effort	Y	✓			
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	N				

