

“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”

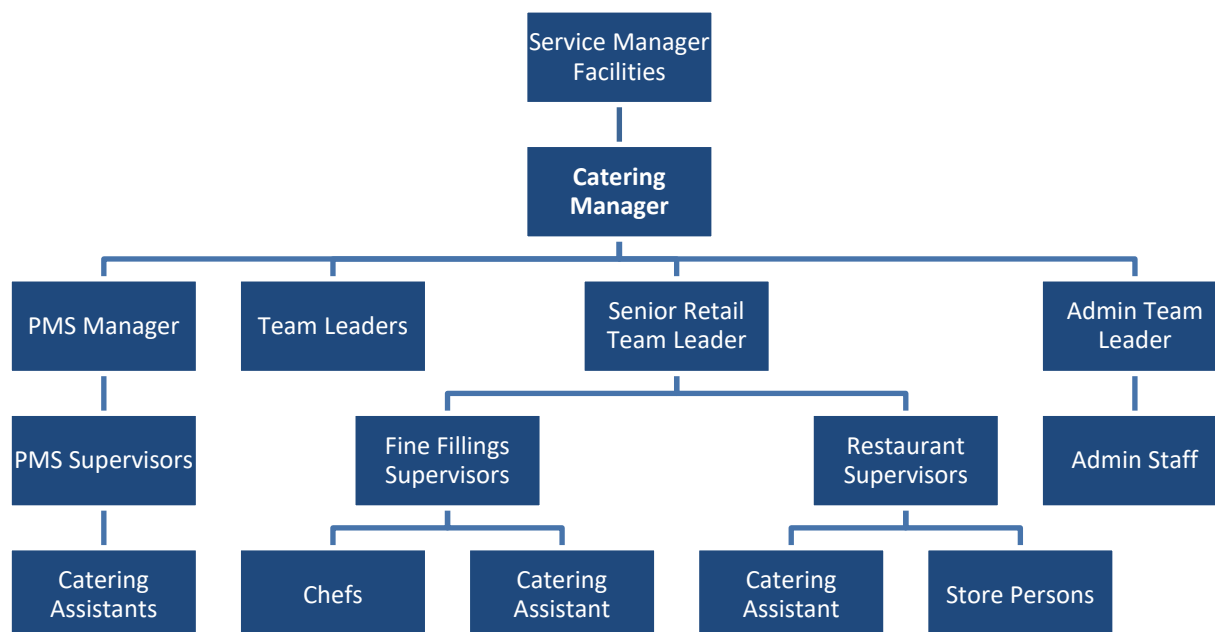
JOB DETAILS	
Job Title	Catering Supervisor-Patient Meal Service
Reports to	Catering Management
Band	Band 3
Department/Directorate	Catering / Estates and Facilities Management (EFM)

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>

KEY WORKING RELATIONSHIPS
<ul style="list-style-type: none"> • Service Manager - Facilities • Patient Meal Service Manager • Retail Catering Manager • Catering Team Leaders • Ward Housekeepers • Office Administrators • Catering Supervisors • Diet / PMS Chefs • Catering Assistants

JOB DESCRIPTION

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To organise and supervise on a day to day basis the patient meals service and ward catering teams in providing an efficient catering service whilst meeting the needs of all patients.

COMMUNICATION/RELATIONSHIP SKILLS

- To ensure effective communications are maintained between all internal and external departments regarding wards, patients and dieticians ordering, ensuring that all information is recorded and communicated.
- To liaise with the Kitchen and Ward Housekeeper to ensure the food distribution systems are of the agreed standard in terms of timeliness, hygiene and quality of service.

ANALYTICAL/JUDGEMENTAL SKILLS

- To ensure that specific responsibilities attributed to all staff within the Food Safety Management System (FSMS) are adhered to and that appropriate records maintained to demonstrate compliance.

PLANNING/ORGANISATIONAL SKILLS

- 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.

PHYSICAL SKILLS

- Standard keyboard skills required.
- Requirement to be able to operate food regeneration trolleys.

PATIENT/CLIENT CARE

- Contact with patients may be required if required to work on a ward.

POLICY/SERVICE DEVELOPMENT

- 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.
- To follow Department and Trust Policies. May be required to comment or suggest changes to Department policies/procedures.

FINANCIAL/PHYSICAL RESOURCES

- To receive and issue all stores materials (Food / Non-Food Items), ensuring that all deliveries and issues are checked against an order and are subsequently dealt with in accordance with stores procedures ensuring:
- Quality of all products (i.e. not damaged), correct amounts
- Checking Sell/Use By dates
- Stock is rotated prior to storage
- To ensure that the Quality and quantity of all commodities received within the Patients Meal Service section are as specified and to rectify any problems with management as they arise.
- To maintain a requisitioning system of ordering from stores, requirements from Wards to ensure patient's expectations are met.
- To monitor and control all issues to other departments whilst ensuring that all appropriate records are maintained.
- To monitor and control wastage to agreed levels within all areas of responsibility to the agreed acceptable levels whilst being proactive in the prevention of waste and maintenance of appropriate records as directed by management.
- To control staffing levels as directed by management ensuring that all annual leave, sickness and absence records are maintained.
- To liaise with the Estates Department to ensure fabric, plant and equipment within the section is maintained in a safe manner and in accordance with relevant standards.

HUMAN RESOURCES

- To supervise the day to day catering support facility ensuring staffing levels is appropriate and that all implemented controls and systems are monitored, recorded and a service of the highest quality is provided to patients.
- In conjunction with the Catering Management to provide appropriate staffing levels and skill mix to ensure a cost-effective service.
- To ensure that all Statutory Training is afforded to all staff and that all-necessary recommended records are maintained.
- To record catering staff annual leave in accordance with departmental policy.
- To carry out and document return to work interviews.
- To ensure all staff understands the duties allocated to them, that they are trained to carry out those duties and that they do so efficiently.
- To ensure that staff are knowledgeable with regards to menu, portion size/control and presentation.
- To participate in and assist with the induction of all new employees within the section; and ensure they attend all stipulated statutory and other departmental training. To further ensure that all staff is released to attend all training.

INFORMATION RESOURCES

- To assist in the provision of an effective communication system for information sharing within the kitchen.

RESEARCH AND DEVELOPMENT

- To complete audits and surveys as and when required, i.e. Food Safety Audits, Staff Surveys.

FREEDOM TO ACT

- To follow Department and Trust policies and procedures.
- Prioritise own work load to ensure that schedules are met. Work is managed

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.
- 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.
- Patient Meal Service staff are also responsible for preparing food such as salads, sandwiches & jacket potato fillings, for wrapping cakes, and for preparing potatoes, omelettes and vegetables ready for freezing.
- The Patient Meals Service is also responsible for cleaning and sterilising of the trolleys as well as various items of food service equipment, cleaning is done using modern cleaning and sterilising methods.
- The Patient Meals Service employs 3 full time Supervisors, approx. 58 full time Catering Assistants as well as chefs and diet chefs. The service operates from 8.00am to 8.00pm, 7 days a week

APPLICABLE TO MANAGERS ONLY

Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.

Proportion of line managers whose job descriptions include supporting employee health and wellbeing.

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 Supervisor
BAND	3

Requirements	Essential	Desirable
QUALIFICATIONS / SPECIAL TRAINING		
<ul style="list-style-type: none"> Good Basic education/ Numerate and Literate Basic Food Hygiene Certificate Manual Handling N.V.Q Level 3 in Hospitality Supervision 	E D D D	E E E E
KNOWLEDGE / SKILLS		
<ul style="list-style-type: none"> Good Customer Service/able to demonstrate experience Ability to work on own/ use initiative Good Team Player Understanding the importance of Health and Safety Aware of current food trends Understanding the concept of quality 	E E E E E E	E E E E E E
EXPERIENCE		
<ul style="list-style-type: none"> Working in a Catering Environment Confident using Catering Equipment Working with members of public Experience both in preparation and service of food Day to Day Supervisory Experience 	D D D D E	E E E E E
PERSONAL ATTRIBUTES		
<ul style="list-style-type: none"> Polite and Articulate Smart and Presentable Appearance High Standard Personal Hygiene Flexible Attitude Professional Attitude Excellent interpersonal skills and communicator 	E E E E E E	E E E E E E
OTHER REQUIRMENTS		
<ul style="list-style-type: none"> Customer focussed Ability to work under pressure Commercially aware To follow departmental regulations Team Worker Ability to quickly assimilate training 	E E E E E D	E E E E E E

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		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)	Y				
Respiratory sensitisers (e.g isocyanates)	Y				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y				
Animals	Y				
Cytotoxic drugs	Y				
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)	N				
Heavy manual handling (>10kg)	Y				
Driving	N				
Food handling	Y				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	N				

COMPETENCY REQUIREMENTS To be completed for all new positions

Please tick which of these essential learning s is applicable to this role.

(**NB** those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Manual Handling – Two Year		<input checked="" type="checkbox"/>	Blood Transfusion	BDS18 collection	<input type="checkbox"/>	Consent Training	<input type="checkbox"/>
Equality & Diversity – One-Off requirement		<input checked="" type="checkbox"/>		BDS 19 & 20 Preparing & Administering	<input type="checkbox"/>	VTE Training	<input type="checkbox"/>
Fire	Annual	<input type="checkbox"/>		BDS 17 Receipting	<input type="checkbox"/>	Record management and the NHS code of practice	<input type="checkbox"/>
	Two Yearly	<input checked="" type="checkbox"/>		Obtaining a blood sample for transfusion	<input type="checkbox"/>	The importance of good clinical record keeping	<input type="checkbox"/>
Harassment & Bullying (Self Declaration – One off requirement)		<input checked="" type="checkbox"/>		Annual Update	<input type="checkbox"/>	Antimicrobial Prudent Prescribing	<input type="checkbox"/>
Information Governance		<input checked="" type="checkbox"/>	Safeguarding Adults Awareness	Clinical Staff	<input type="checkbox"/>	PUCLAS	<input type="checkbox"/>
Infection Control/Hand Hygiene	Annual requirement	<input type="checkbox"/>		Non Clinical Staff	<input type="checkbox"/>	Mental Capacity/DOL's	<input type="checkbox"/>
	One-Off requirement	<input type="checkbox"/>	Safeguarding Children	Group 1	<input type="checkbox"/>	Investigations of incidents, complaints and claims	<input type="checkbox"/>
Conflict Resolution – 3 yearly		<input type="checkbox"/>		Group 2	<input type="checkbox"/>	Waterlow	<input type="checkbox"/>
Clinical Waste Management	Application principles for clinical staff	<input type="checkbox"/>		Group 3	<input type="checkbox"/>		<input type="checkbox"/>
	Application principles for housekeeping, portering and waste staff	<input type="checkbox"/>		Group 4	<input type="checkbox"/>		<input type="checkbox"/>
	Application principles for Non-clinical waste handlers (Basic)	<input checked="" type="checkbox"/>		Group 5	<input type="checkbox"/>		<input type="checkbox"/>
Falls, slips, trips & falls	Patients	<input type="checkbox"/>		Group 6	<input type="checkbox"/>		<input type="checkbox"/>
	Staff/Others	<input checked="" type="checkbox"/>		Not mapped this one	<input type="checkbox"/>		<input type="checkbox"/>
Control & Restraint Annual		<input type="checkbox"/>		Group 8	<input type="checkbox"/>		<input type="checkbox"/>