

## JOB DESCRIPTION

### 1. JOB DETAILS

<b>Job Title</b>	Catering Assistant
<b>Band:</b>	2
<b>Reports to:</b>	Catering Supervisor / Team Leader
<b>Accountable To:</b>	Catering Manager
<b>Department / Directorate:</b>	Catering Department / Operations Support Division

### 2. JOB PURPOSE

Working for the Catering department the post holder will be required to work in Retail Catering and the Patient Meal Service. The post holder will be required to provide a polite, courteous and helpful service to all customers, including patients and staff.

The post holder will work as an integral part of the ward team ensuring a high quality service to patients. They will be responsible for the co-ordination of all patient food and beverage services in accordance with the NPSA Nutritional Guidelines, 2009.

While working in the Patient Meal Service the main elements of the role are ensuring the delivery of food and beverage services to patients throughout the day.

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.

### 3. DIMENSIONS/ KEY WORKING RELATIONS

#### Dimensions:

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#### Patient Meal Services

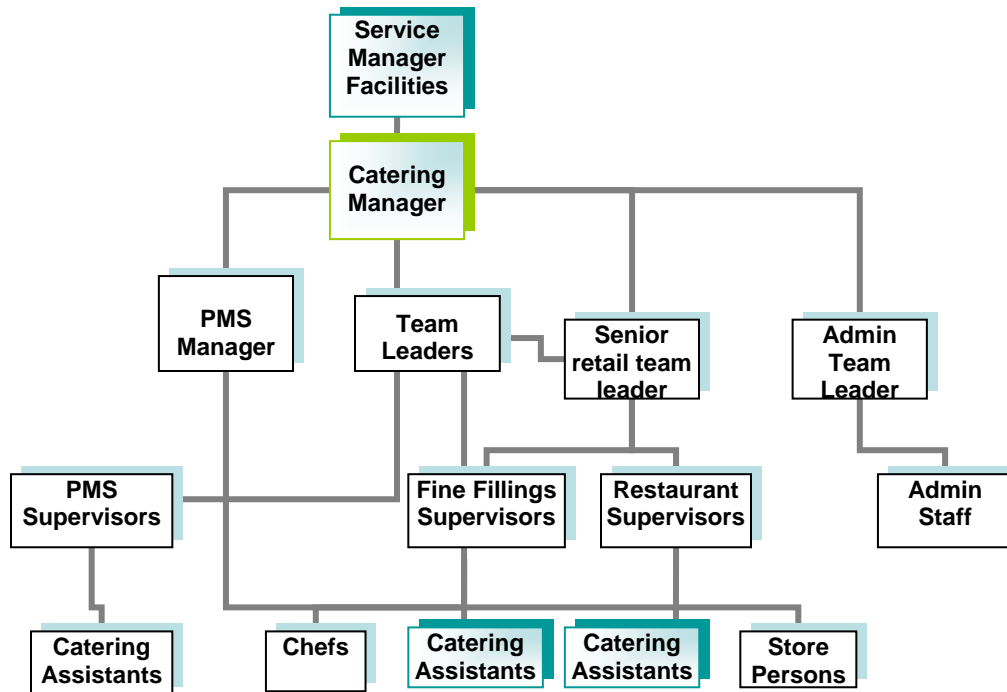
This service provides meals to patients across the Wonford site. They offer , Lunch and Dinner and afternoon / teatime snacks to patients on the Wards.

#### **Key Working Relationships:**

- Catering Supervisors
- Catering Management
- Facilities Service Manager/s
- Head of Facilities Management
- All staff using the catering facilities

- Ward Matrons
- Ward Housekeepers
- Patient Meal Service Manager / Supervisors / Catering Assistants
- Domestic Manager / Supervisors / Quality Assurance Team / Domestic Assistants
- Multi-disciplinary ward team
- Patients

**4. ORGANISATIONAL CHART:**



**5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

**Communication and Relationship Skills**

Communication with colleagues, patients, staff and visitors who use the Trust’s catering facilities to provide and receive routine information in regard to menu changes and dietary information.

To ensure, in conjunction with the Ward Housekeeper or Matron/ nurse in charge, that patients are provided with appropriate beverages at the agreed regular intervals throughout the day.

To encourage and assist patients to order food (on a daily menu card), ensuring that the menu cards are returned to the Catering department by the required time.

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.

**Knowledge, Training and Experience**

The post holder will be required to obtain a Food Hygiene Certificate.

Comply with all relevant Food Hygiene, Health and Safety and all other legislation.

To comply with all operational procedures of the Catering Department.

To undertake appropriate cleaning duties as required maintaining the Department's and Trust's high cleaning standards.

### **Analytical and Judgemental Skills**

To work as a productive member of the whole catering team with a flexible attitude to the work and be sensitive to other colleague's requirements.

To use your initiative and ensure you maximise sales and highlight any issues.

Report any estates faults to your immediate Supervisor.

To serve meals in conjunction with the Ward Housekeeper and nursing team, ensuring patients' dietary needs are met through correct portion control.

### **Planning and Organisational Skills**

To prepare hot/cold beverages including appropriate trolley/equipment and ensure that all beverages are served at the correct temperature according to food hygiene regulations.

Where appropriate to regenerate meals as per the procedure.

To ensure in conjunction with the ward nursing staff 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.

### **Physical Skills**

Assist in food and beverage preparation as required in the area of work, including producing salads, wrap cakes, prepare potatoes, tinned fruit and jacket potato fillings.

To receive goods and supplies and place correctly in appropriate storerooms.

To re-stack shelf supplies as required ensuring stock rotation principles are followed.

To prepare, deliver and serve at functions, if required.

Load regeneration trolley with hot / cold food as necessary. Monitor and record hot and cold food temperatures before leaving the central Catering department.

Collect and return regeneration trolley to the central Catering Department.

Ensure that, at the end of every meal and beverage service, that all cutlery, crockery and condiments are removed from the patient area and correctly stored, disposed of or stacked ready for washing.

To wash equipment/utensils used in the preparation, regeneration, and serving of food and beverages (some items are to be returned to the main catering department).

Operate the dish washing machine and carry out daily cleaning.

### **Patient/Client Care**

Contact with Patients to provide food information and assist with ordering food.

Assist with feeding patients, as and when required.

To ensure patients whose fluid intake is not medically restricted have access to fresh water as directed by the nursing team.

Serve meals/snacks/beverages to patient, staff and visitors.

### **Policy/Service Development**

Post holder will be required to work to all Trust Policies and procedures in their role to include the following:

- To wear appropriate dress & shoes to ensure adherence to Health & Safety requirements and to follow the requirements of the uniform policy. This includes the correct personal protective equipment when undertaking meal service and cleaning duties.
- Upon receipt of the regeneration trolley at ward level, ensure that the regeneration procedure is followed to ensure food is held at the correct temperature both prior to and during service.
- To maintain the ward kitchen hygiene standards, ensuring it is clean and tidy at all times.
- To ensure good practice in relation to the stock rotation and the recording / discarding of out of date food.
- To monitor and record fridge temperatures daily in accordance with food safety regulations and report problems as appropriate.
- To ensure refrigerated food is labelled and stored correctly.

### **Financial and Physical Resources**

Operate the electronic tills and handle cash.

To receive goods and supplies and place correctly in appropriate storerooms.

To re-stack shelf supplies as required ensuring stock rotation principles are followed.

### **Human Resources**

Post holder may be required to demonstrate own activities to new or inexperienced staff.

### **Information Resources**

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.

### **Research and Development**

The Post holder will be required to complete audits and surveys as and when required, e.g. staff survey.

### **Freedom to Act**

Post holder will be required to work in line with health, hygiene, food preparation and cooking procedures and Trust Policies, as directed by the Catering Supervisor.

### **Physical Effort**

Exert frequent light, moderate effort for short periods during a shift for example when lifting/moving kitchen equipment and stores.

To use general domestic type electrical equipment, e.g. kettles, toasters, microwaves and refrigerators in accordance with their instructions.

### **Mental Effort**

Concentration required when using kitchen equipment, preparing food and operating the electronic till.

To complete all required paperwork correctly and in a timely manner. This includes , temperature records, daily cleaning checklists etc.

### **Emotional Effort**

Rare exposure distressing/emotional circumstances.

### **Working Conditions**

Exposure to the working conditions of a busy kitchen / restaurant, e.g. hot, humid, noisy.

### **Other Responsibilities:**

#### **Cleaning:**

- To ensure that the ward kitchen is kept clean and tidy at all times.
- To use appropriate equipment/machinery/chemicals to clean all surfaces in accordance with instructions so as to ensure that a clean and hygienic environment is maintained.

#### **General:**

- To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace. Always work in compliance with rules and working practices. Report all unsafe situations, incidents and accidents as appropriate.
- 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, including hand washing, barrier / terminal cleans and colour coding of cloths, mops and buckets.
- To maintain effective working relationships.
- To foster people's equality, diversity and rights.
- To display a formal Trust ID badge at all times whilst on duty.
- To participate in an annual performance review (which could be held jointly between Catering Services and the Ward Housekeeper in some circumstances).
- To maintain complete confidentiality with regard to patient issues.
- To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling.
- To contribute to and work within a safe working environment.
- Where appropriate to the grade, undertake such duties as deemed necessary as directed by the Catering Supervisor, Ward Housekeeper, Nurse in Charge or Ward Matron in order to assist the catering / ward team in ensuring that patients' / visitors needs are met.
- Postholder may also be required to work in other Facilities Support Services Assistants roles as and when required, for example, in the event of a major incident or adverse weather event.

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 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 reserves 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 ATTRIBUTES)**

**POST:** FACILITIES SUPPORT ASSISTANT (CATERING)

**BAND:** 2

REQUIREMENTS	At Recruitment	PDR
<b><u>QUALIFICATIONS/SPECIAL TRAINING :</u></b> Good Basic Education, GCSE A –D (levels 7-3) including Maths and English or equivalent Food Safety Certificate Level 2 or in progress of obtaining	E D	E E
<b><u>KNOWLEDGE/SKILLS:</u></b> Knowledge of a range of catering industry procedures including food preparation, cooking food and food safety. Customer Service - able to demonstrate experience Ability to work on own & use initiative Demonstrate an understanding of the concept of quality Demonstrate an understanding of the importance of hygiene and safety	E E E E	E E E E
<b><u>EXPERIENCE:</u></b> 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 D E E E E	E E E E E E
<b><u>PERSONAL REQUIREMENTS:</u></b> Able to work as a team member Good interpersonal skills and communicator Ability to work within a busy environment where flexibility may be needed Good customer service skills	E D E E	E E E E
<b><u>OTHER REQUIREMENTS:</u></b> 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	E E E E

\* Essential/Desirable

HAZARDS- Updated 3th July 2018	
Hazards/ Risks requiring Immunisation Screening	
Laboratory specimens	N
Contact with patients	Y
Exposure Prone Procedures	N
Blood/body fluids	N

Hazards/ 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)	Y
Animals	N
Cytotoxic drugs	N

<b>Hazards/ Risks requiring Other Health Surveillance</b>	
Radiation (>6mSv)	N
Laser (Class 3R, 3B, 4)	N
Dusty environment (>4mg/m <sup>3</sup> )	N
Noise (over 80dBA)	Y
Hand held vibration tools (=>2.5 m/s <sup>2</sup> )	N

<b>Other General Hazards/ Risks</b>	
VDU use ( > 1 hour daily)	N
Heavy manual handling (>10kg)	Y
Driving	N
Food handling	Y
Night working	N
Electrical work	N
Working in isolation	N
Challenging behaviour	N

**Job Matching (Matched) 06/02/2019**

**Consistency Panel (Confirmed) 28/02/2019**

