

Job Title:	Catering Assistant
Reports to (job title):	Hotel Services Manager
Line Manager to:	N/A

## Job purpose

The Catering Assistant will be required to undertake a range of duties within the Catering Department, providing cook / chill graded meals as well as snacks and sandwiches (made in house) for service users. The Catering Assistant will be flexible in their approach and responsible for meeting the needs of the Catering Service. This in turn will complement the delivery of service user care by our clinical staff.

To ensure the Catering Department meets the required cleaning standards and a HACCP plan is followed in relation to food delivery, preparation, cooking and serving. The Catering Department is in operation 365 days a year and open daily from 08:45 – 18:00. The Catering Assistant is required to work morning or afternoon shifts and weekends on a rota basis

## Key responsibilities

- Communicate Assist with the preparation of meals ensuring they are available at the prescribed time and of the requested content / grade.
- Exercise the current portion control, using catering guidelines as defined by the Hotel Services Manager.
- Follow all instructions and guidance given by the Hotel Services Manager
- Assist with the preparation of sandwiches, snacks, and all clinical food based provisions.
- Follow the department's cleaning schedule within the catering block, including the changing room to meet the cleaning standards target.
- Ensure the hospital vending machines are stocked up daily and Out Patient's water cooler is replenished with disposable cups.
- Receive and arrange deliveries in, maintaining the stock control and food rotation.
- Serve Service Users meals at ward level as and when required, dinner on a daily basis ensuring temperatures are taken and are at the correct levels. Clean food trolley after service

# Job Description

- Report incidents, defects on plant machinery, premises or equipment immediately to the Hotel Services Manager.
- Report any accidents or incidents to the Hotel Services Manager.
- Ensure that all working areas, utensils and associated equipment are kept clean and dry and stored in a safe manner as per the national Food Safety Standards.
- Check and ensure the security of stock and premises at all times.
- Work within the provisions of the Health and Safety Act 1974 and the Hygiene (General) Regulations and the following departmental Policies and Procedures, instructions and training guidelines on hygiene matters, as to ensure the safe provisions of the Catering Services.
- Wear provided catering PPE / uniform and maintain a clean and tidy appearance at all times with special regard to personal hygiene and comply with quality standards
- Co-operate with other members of staff to aid the smooth running of the Catering Department.
- Carry out other relevant duties that may be considered necessary by the Hotel Services Manager.
- Complete statutory & mandatory training in direct relation to Health and Safety, Food Safety, Food Hygiene, Fire Precautions, Manual Handling and Information Governance.
- Organise graded meals in line with patient's menu choices, arranged in preparation for serving and delivery to wards.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

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 recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

# Job Description

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

#### Care Qualifications and Training:

- Able to understand written instruction.
- Basic Food and Hygiene: Minimum Food Safety Level 2
- NVQ Level 1 in Cleaning.

#### Specific Skills

- Effective listening skills.
- Able to work well in a team.
- Good communication skills.
- Ability to follow cleaning schedules and
- Health and Safety instructions.
- Experience in working as part of a team.

#### Physical Skills & Effort

- Manual dexterity to operate equipment.
- High levels of concentrate when working in a food preparation area.
- Frequent requirement to extend moderate physical effort for long periods.

### Desirable

#### Knowledge and Experience

- An understanding of a range of routine procedures.
- Previous experience in the catering industry.
- Knowledge of catering procedures including HACCP
- Working understanding of hospital systems

**Desirable**

**Employee signature**

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**Manager signature**

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