

Job Description

JOB TITLE	Catering Assistant/Hostess (ward, retail & main kitchen)
GRADE	Level 2
REPORTS TO	Facilities Supervisor
ACCOUNTABLE TO	Facilities Site Manager
DEPARTMENT	Facilities – Flexible Staffing Services
DIVISION	Flexible Staffing Services DATE: February 2019

JOB PURPOSE:

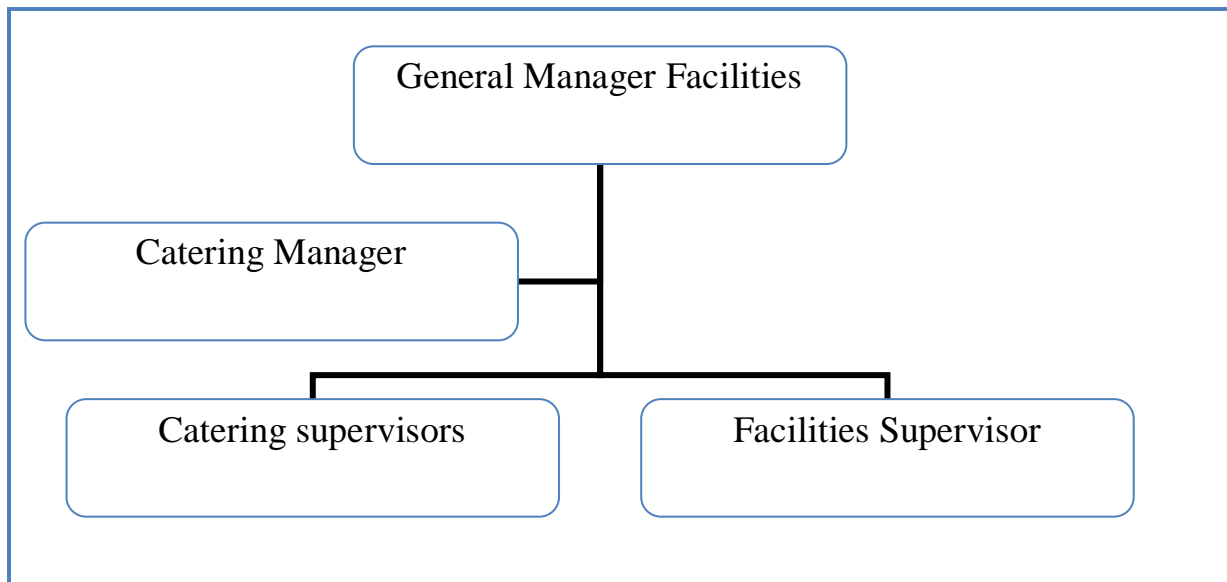
To work as part of Facilities & ward teams to carry out a variety of tasks associated with food preparation, food and beverage service to patients, visitors and staff.

To adhere to food hygiene regulation & standards.

To advise the general public and staff on food allergen advice.

Reconciliation and banking of card and cash takings when required.

ORGANISATIONAL CHART



DIMENSIONS

N/A

KEY RELATIONSHIPS

Internal

- Patients, Visitors, and Dieticians, SALT team. ward staff

External

- General Public, catering suppliers

KEY RESULT AREAS:

- To provide a localised catering service observing health, safety and hygiene procedures and maintaining high standards in all aspects.
- To deliver good principles of customer care ensuring helpfulness, awareness and compassion to patients, visitors, staff and colleagues.
- Regeneration of chilled/frozen food and preparation of sauces.
- Preparation of patient meal trays.
- Plating and service of cold and hot food items with meal delivery to patients, including service of condiments.
- Probing and recording food temperatures. Recording of equipment temperatures.
- Beverage service to patients. Washing and refilling of patients water jugs and beakers.
- To take the patient orders and communicate the requirements to the catering department.
- Clearing of meal trays, crockery and cutlery for all food areas.
- Collection, segregation and disposal of catering waste materials.
- Cleaning duties within the kitchen and other associated areas in accordance with departmental cleaning schedules to include equipment, work surfaces crockery and cutlery.
- Ordering and receipt of goods from the main catering production unit in accordance with the agreed stock requirements ensuring adequate stock levels are maintained.
- Completion of catering department procedural paperwork such as temperature checks and monitoring.
- To undertake training as required to fulfil this role and any further training which will enhance both personal effectiveness and also the delivery of high standards of service.
- To work co-operatively with colleagues as part of the team and perform additional duties as and when directed by the catering supervisor.

Person Specification

Communication and relationship skills (include internal/external contacts)

- Communicates with all levels of staff and members of the public.
- Respond to customer enquiries in accordance with Trust procedures in person.
- Customer focussed.
- Must act with integrity and openness when advising Staff, visitors and patients on food allergens.

Knowledge, training and experience

- No formal qualifications required
- Understand of a range of routine work procedures and systems,
- Basic Numeracy & Literacy.
- Basic food hygiene qualification or the ability to undertake training in line with the legal requirements of level 2 in food safety.
- Experience in cleaning and food handling procedures, Knowledge of COSHH
- Experience of working in the food industry desirable but not essential.
- Experience in cash and card transaction.
- Knowledge of food allergens and how to access nutritional information in specific folders on the ward and bistro areas.
- To provide ad hoc training when required to other members of the team
- Works towards an NVQ in hospitality

Analytical and judgemental skills

- Judgements involving straightforward facts or situations, some of which require analysis e.g. Out of date food items; fridge temperatures and faulty equipment.
- Investigate any service failures with regards to food safety and escalate findings.

Planning and organisational skills

- Carry out day to day work tasks or activities including food and cleaning audits.

Physical skills

- Daily requirement to manoeuvre trolleys as a major part of the shift.
- Stock items in the food store and move bulky items.
- Operate the dishwasher machine, ovens, coffee maker and drinks machine.
- Operates cash tills requiring keyboard skills.

Responsibilities for patient / client care

- Provide a safe catering service to patients and staff and visitors.
- Ensuring complete confidentiality at all times

Responsibilities for policy and service development

- Follows procedures in own role. Will give feedback to supervisors and management for

the development and implementation of new ways of working when required.

Responsibilities for financial and physical resources

- Observe a personal duty of care when using trust equipment. Ensure that all cash and card handling transactions are recorded
- Complete own time sheet
- Orders supplies for service provision and stock taking as required.

Responsibilities for human resources

- Demonstrate own duties to new starters. Provide occasional training for staff to cover sickness and absence. Ensure that all mandatory and essential training is up to date and recorded.
- Attend appraisal when required.
- Adhere to all HR policies.

Responsibilities for information resources

- Record personally generated information and secure in a confidential area. e.g. Timesheets, stock sheets manually and then transferred to a PC, temperature check sheets and special diet sheets.

Responsibilities for research and development

- Undertake audits and surveys as necessary for own work. Follow standard operating procedures, seeks assistance when Standard operating procedures change.

Freedom to act

- Follows standard operating procedures, seeks assistance when standard operating procedures change.

Physical effort

- Daily requirement for major part of shift to move catering equipment.
- E.g. lifting trays of cutlery and crockery and food
- Push and pull scrubbing machines
- Push meal and refreshment trolleys

Mental effort

- General awareness and sensory attention.
- Sorting and checking stock rotation during the shift.

Emotional effort

- Working within time pressured environment, frequent contact with Patients
- Daily exposure major part of shift. Verbal aggression and dissatisfaction in relation to catering service.

Working conditions

- Daily exposure to dirt, dust, heat and cold temperatures in a chilled and frozen environment.
- Frequent unpleasant working conditions cleaning dirty crockery and cutlery.
- Cleaning and emptying bins
- Cleaning of all utensils and equipment in kitchens
- Cleaning of floors, fixtures and fittings in the main kitchen area

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

Signed: (Member of staff)		Date	
Signed: (Line Manager)		Date	

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.



Our VISION is to deliver exceptional care together.



Our CARE values are central to everything we do. They are about delivering Compassionate care, with an Approachable attitude, showing Respect, and striving at all times to deliver Excellence in everything we do.

Putting patients first

Right first time

Investing our resources wisely

Developing our people

Ensuring value through partnership

Our PRIDE objectives are about putting patients first, making sure we get it right first time, investing our resources wisely, developing our people and ensuring value through partnerships.

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. All our employees are expected to demonstrate the following behaviours: Compassion, Approachable, Respect, Excellence – the C.A.R.E. values.

Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

Freedom to Speak up

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

Data Protection

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

Confidentiality

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

Infection Control

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself

- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Health and Safety at Work Act

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

Smoke free Trust

The smoke free policy applies to staff, patients, resident's visitors and contractors.

Research:

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".