

JOB DESCRIPTION

1. **POST TITLE:** Senior Catering Assistant [Band 2]
2. **BASE:** The Royal Shrewsbury Hospital
3. **DEPARTMENT:** Facilities – Catering Services
4. **MANAGER RESPONSIBLE TO:** Line Manager
5. **HOURS:** As per contract

6. **POST PURPOSE/SUMMARY**

The post holder will be required to work as part of the food service team in the catering department and at ward level at Royal Shrewsbury Hospital to provide and maintain an efficient catering service for *[both]* patient service *[and]* commercial services. This will include service of patient meals, working in the main kitchen area assisting with food preparation and cleaning and working in the central dish wash and pot area.

7. **ORGANISATIONAL POSITION:**

Please refer to organisation chart.

8. **MAIN DUTIES AND RESPONSIBILITIES**

- 8.1 General cleaning duties of all areas in accordance with the departments cleaning schedules using the appropriate cleaning materials/chemicals/equipment for the job, and using personal protective equipment PPE as appropriate and required for the job.
- 8.2 Responsible for complying with good hygiene and health & safety practices within the department in accordance with standing operating procedures and current Food Safety and Health & Safety Legislation.
- 8.3 Ensure high standards of personal hygiene are maintained in accordance with the Trust Food Safety Policy Code of Practice 4 in Personal Hygiene and current legal requirements.
- 8.4 To ensure the correct storage and stock rotation takes place within all Patient and Commercial services in line with HACCP principles.
- 8.5 To complete appropriate HACCP food safety documentation including taking and recording food temperatures for the departments HACCP Food Safety Management System and take corrective action where necessary. E.g. recording food temperatures at ward level.
- 8.6 To serve patient meals [either via Trayed meals or bulk heated Burlodge trolleys] accurately as per patient's choice, liaising when required with ward staff to ensure patients receive the correct meal requested and provide assistance and advice to any new patients.
- 8.8 To provide excellent face to face customer service at all times whilst on the wards and within our commercial outlets.
- 8.10 To ensure Mytton Oak Restaurant counters are set up ready for meal service and to serve on the counter, till and wrap station where required, ensuring food is kept to the correct temperature ready

Updated: November 2018

to serve to patients, staff and visitors as per the Food Safety policy.

- 8.11** To maintain high standards of meal presentation and customer service standards, whilst ensuring correct portion control is adhered to at all times.
- 8.12** To stock and maintain cleanliness of all coffee vending machines across the hospital. Ensuring that the service trolley is stripped, cleaned, sanitised and replenished with stock from the kitchen ready for next use.
- 8.13** To assist with basic food preparation of items such as custard, gravy etc. and function menu items i.e. tea, coffee, biscuits, sandwiches etc.
- 8.14** To support in other areas within the Catering department as and when required to meet service needs, for example Stores and Caffé Bistro.
- 8.15** To deal with visitor or staff member complaints and escalate where appropriate.
- 8.16** Ensure the careful use of resources to reduce unnecessary waste and comply with departmental stock rotation and control policy.
- 8.17** Report all sightings of pests to the Supervisor or Line Manager.
- 8.18** Report all accidents/incidents and near misses in accordance with the Datix incident reporting policy to your Supervisor, or Line Manager.
- 8.19** Work in accordance with Trust's Policies and Procedures including COSHH, Fire Safety and Manual Handling.
- 8.21** To comply with all Departmental Standard Operating Procedures [SOPS] including SOP6 Food Allergens, SOP7 Burlodge Trolley and any other as instructed by your Supervisor or Line Manager.
- 8.20** To attend Food Safety Training to include Induction, CIEH Foundation certificate in Food Safety in Catering, Annual Food Hygiene Refresher Training courses, Trust Statutory Safety Updates [SSU] and any other mandatory training as and when required.
- 8.21** Supporting the Supervisor or Line Manager with the training and development of new staff through a buddy scheme, ensuring consistent high levels of competency in their main duties.
- 8.22** To carry out washing up duties within either our main Central Dish wash area or ward kitchens. In the event of a breakdown of this machinery you may be required to carry out these duties by mechanical methods instead.
- 8.23** Empty, strip down dishwasher and clean daily and turn off at the end of shift ready for the next day. Replenish chemicals as and when required.
- 8.24** Undertake regular equipment training and observing the correct use and care of equipment at all times.
- 8.25** To attend team meetings, 121's and a yearly appraisal.
- 8.26** To attend any training that your Line Manager deems necessary to ensure you have the correct skills to complete your role safely.
- 8.27** Any other duties as may be delegated by the Supervisor / Line Manager.
- 8.28** On rare occasions you may be required to clean up and dispose of bodily fluids within our commercial or kitchen areas.
- 8.29** Work in accordance with duty rotas and work schedules.

SYSTEMS AND EQUIPMENT

- 10.1** Ensure the correct use of a variety of equipment including mechanical pot/dishwasher, Burlodge food trolleys, microwaves, coffee machines, tills, Panini grills, electronic probes and knives, whilst maintaining the cleanliness of these items and following safety guidelines at all times. Use of this equipment will require physical skills obtained through induction and practice.
- 10.2** Ensure all equipment is safe and clean before use whilst ensuring the correct use of cleaning materials in accordance with COSHH regulations.
- 10.3** Report any equipment or building defects to the Supervisor or Line Manager.
- 10.4** You may be required to use departmental IT systems, tills and emails.

11. DECISIONS, JUDGEMENTS AND FREEDOM TO ACT

- 11.1** Works with own initiative and is guided by standard operating procedures and policies, works with little supervision, refers to supervisor when necessary. Will be required to deal with queries from members of the public, patients and staff from other departments.
- 11.2** To work in accordance with Trust's Policies and Procedures, including Food Safety Legislation, Departmental Codes of Practice, Standard Operating Procedures, COSHH, Fire, Manual Handling, Health & Safety and attend all Statutory Training.
- 11.3** To make decision on food presentation and preparation, stock rotation and taking appropriate action relating to food temperatures.

12. COMMUNICATION AND RELATIONSHIPS

- 12.1** Will be required to communicate effectively with a wide range of stakeholders, including colleagues, other Trust staff, visitors, patients and contractors.
- 12.2** Will be required to communicate effectively when dealing with verbal complaints or feedback from both Patient's and Commercial customers.
- 12.3** Will need to communicate with patients/visitors with language/hearing barriers on an ad hoc basis.
- 12.4** Support the Supervisor and Line Manager in demonstrating duties to new starters.
- 12.5** Complete Food Safety and Cleaning documentation to meet the requirements of the Trust's Food Safety Management System [HACCP].
- 12.6** To communicate with their line managers to offer any suggestions that may improve the service/safety/efficiency of the catering department.
- 12.6** Communicate with the Environmental Health Officer and other external auditors during official inspections.

13. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST

- 13.1** Frequently required to exert moderate physical effort for long periods of time, e.g. lifting heavy equipment and food, pulling and pushing heavy food trolleys and washing up. There will be occasional requirements to exert intense physical effort for short periods [e.g. trolleys may be pushed the full length of the hospital corridors] Some of the movements are repetitive and heavy.
- 13.2** Frequently required to concentrate within the work pattern, when for example using machinery, during meal service periods [Protected Meal Times], washing up, recording temperatures and handling chemicals.

- 13.3 Need to be literate, numerate and able to recognise colours and have the ability to understand compliance with trust procedures and completion of documentation.
- 13.4 Moderate bending and stooping will be required when cleaning equipment, fixtures and fittings, floor and equipment loading and unloading trolleys using mops and buckets.
- 13.5 Will frequently be required to work in extreme temperatures for example; in a noisy kitchen and central dish wash area, a hot kitchen and cold fridge/freezers areas.
- 13.6 On occasions you may experience abusive Patients/Customers, unpleasant smells and odours and patients in a visually distressing state.

14. HEALTH & SAFETY

As an employee of the Trust you have a responsibility to:

- Take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work
- Co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.
- Attend all necessary statutory training as set out by Supervisor and Line Manager

15. INFECTION PREVENTION AND CONTROL

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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; and
- 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; and
- Maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and on-going continuing professional development; and
- Challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

16. INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come

into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

17. PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust you have a responsibility to:

- Participate in statutory and mandatory training as appropriate for the post; and
- Maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- Take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- Participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

18. SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - You are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - You attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

19. SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

19. CONTINUOUS IMPROVEMENT

- Continuous improvement is a key aspect of daily work to be evidenced by personal commitment to contributing to the implementation of the Transforming Care Production System (TPCS) including the development and use of standard work.
- The Trust commitment to one continuous improvement method TPCS should be reflected in individual's continuing professional development plans (CPD) and all SaTH leaders are required to complete the lean for leaders training.
- As an employee you should be able to demonstrate how you continuously use the TCPS to improve patient care and staff experience supporting the Trust to deliver its organisation strategy

GENERAL

The job description does not attempt to describe all the individual tasks the post holder will undertake.

The job description may be amended in consultation with the post holder as developments evolve as part of the appraisal process.

20. JOB DESCRIPTION AGREEMENT

Manager	Post holder
Name:	Name:
Signature:	Signature:
Date:	Date: