

JOB DESCRIPTION

(Core Job Description)

JOB DETAILS

Job Title: Catering Assistant (Welsh Desirable)

Pay Band: Band 2

Directorate: Facilities

Department: Hotel Services

ORGANISATIONAL ARRANGEMENTS

Managerial Accountable to: Specialist Manager

Reports to: Supervisor

JOB SUMMARY / PURPOSE

The post-holder will be required to provide a catering and food service within all patient areas in accordance with the agreed Catering and Nutritional Policy as well as the Food Safety Regulations and Food Hygiene Regulations.

The post holder will be responsible along with others on a rostered basis to assist with the delivery of patient services at ward and department level.

The post holder may provide hospitality service to clinics and other areas.

MAIN DUTIES AND RESPONSIBILITIES

Service Management

To provide Catering Services to all users of the department.

To undertake general kitchen cleaning duties including floors, walls, surfaces and equipment following laid down cleaning schedules.

To operate dishwasher and to be responsible for the washing of larger items in pan-wash area.

To receive deliveries of food stores and cleaning materials and to handle and store items appropriately in line with Operational Policies.

To participate in the patient meal service (plated meals) by means of conveyor belt system, observing portion control measures at all times. This may involve monitoring and checking meals served to ensure accuracy.

To be aware of patients' special diets and to ensure that all special dietary needs/requests are followed.

Basic food preparation including vegetables, salads, sandwiches, finger foods.
Preparation of mid morning snacks.

Receive and checking for quality provision deliveries, maintain stock rotation and stock control records, issuing provisions to wards and departments.

Transfer cook freezer ingredients from deep freeze to wards, load trolleys, set timers, regenerate food, check temperature and serve to patients.

To undertake staff servery duties as follows:

- To prepare servery area and dining room prior to service (including replenishing and cleaning of vending machines)
- To participate in counter service of meals to staff and visitors as required observing portion control measures
- To operate server till and to accept and process payments for meals.

To be responsible for Hospitality requests.

- To prepare trolleys in response to requests ensuring adequate supplies of crockery, cutlery, tea, coffee, milk, sugar etc
- To participate in the preparation of food items e.g. sandwiches, salads or other items as required.

Undertake routine daily cleaning tasks as agreed locally.

Undertake weekly and periodical cleaning under the direction of supervision.

Observe all colour coding that applies within work area.

Prepare for each meal service and ensure that there is adequate cutlery, crockery, utensils and condiments.

Prepare hostess trolleys, regenerate and record temperatures of prepared food, and deliver food trolleys to wards.

Accurately probe patient meals and record temperatures of food at specific times during meal service. Serve and distribute meals to the patients.

Provide a beverage and food service to patients.

To be responsible for the accurate recording of extra requests for meals, beverages, milk and snacks from the wards" over the telephone.

Check contents of the ward refrigerator for 'out of date' food and discard any food/commodities which are 'out of date' or of an inferior quality.

Collect dirty crockery and cutlery after each mealtime and return food trolley to the main kitchen. Follow procedures for dishwashing duties.

Undertake any training relevant to the post holders grade including, Statutory Training, COSHH, Basic Food Hygiene Training, Hotel Services Tasks and NVQ Level 1 in Housekeeping.

Uphold confidentiality with regard to patient information at all times.

Work flexibly to support other areas of the department as and when required.

Maintaining standards of hygiene in accordance with the Hygiene Code of Practice.

Work in other areas of the department as and when required.

Service Improvement

Attends Meetings as required.

Submits suggestions/ideas for service improvement to supervisor

Informs supervisor if services are becoming adversely affected in any way.

Ensure compliance with department policies and codes of conduct.

Communications

Provide a helpful and courteous service to all colleagues and customers maintaining quality services

To act at all times in a polite and helpful manner when dealing with patients, visitors and staff.

To communicate with senior member of staff regularly to ensure the smooth running of the department.

Finance and Resources

Report any equipment defects or defects within the working environment to the Supervisor.

To ensure safe custody of keys.

Ensuring the safe and correct use of equipment and reporting any mechanical defects.

Personal and People Development and People Management

Assist Supervisors in the training of new employees.

Support colleagues in all departments in the course of their duties.

Information Processing

Maintain written records of tasks completed.

Health, Safety and Security

Collect food waste taking into consideration recycling requirements and dispose of in the correct manner following policy and procedure.

Ensure all cleaning materials are used and stored correctly and observe COSHH regulations and safety requirements in their use.

Quality

Supports others effectively during times of change and work with others to overcome problems and tensions as they arise and ensure that own work load is managed effectively.

Equality & Diversity

Actively promotes equality of opportunity and diversity in own area of responsibility.

Effort & Environmental

The postholder must be able to demonstrate a level of manual dexterity in order to operate a variety of industrial cleaning equipment.

A degree of physical fitness is required as the work involves long periods of activity including pushing, pulling and carrying light to medium loads.

The postholder however are expected to recognise the limits of their competency and be responsible for limiting their actions to those to which they have been trained and feel able to competently undertake and therefore identify areas where further training is required.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Literate and numerate</p> <p>Basic Health & Safety, COSHH, moving and handling (on the job training)</p> <p>Food safety level 2 or equivalent</p>	<p>Good level of general education</p> <p>NVQ 2</p> <p>Welcome Host</p>	Application form
Experience	Experience in working in hospitality or kitchen environment	<p>Experience of dealing with the general public</p> <p>Experience in working in a large scales kitchen environment</p>	Application form and interview.
Language Requirements		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Application form and interview
Aptitude and Abilities	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity, Openness and Honesty • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent 		Interview and references

	services <ul style="list-style-type: none"> Putting people at the heart of everything we do Good communication skills Demonstrates enthusiasm and a willingness to work as a Catering Assistant Prepared to work alone Able to use own initiative Able to work as part of a team Prepared to be responsible for keys/security/alarms		
Other	Flexible approach to needs of the service		Application form and interview

Level 1 Welsh

(please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

GENERIC STATEMENTS

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder 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 Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times

whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff has a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing

- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.