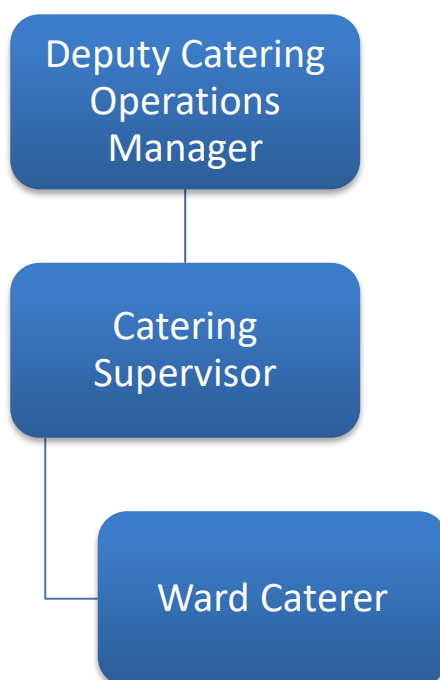


JOB DESCRIPTION

Job Title:	Ward Caterer
Band/Pay:	2
Department:	Catering

Workplace Team



Job overview

To provide a ward based catering service to Patients, the post holder will be required to provide the patient meal service and beverage services at ward level. The post holder will be required to provide a polite, courteous and helpful service to patients and staff and to comply with all HACCP food safety requirements and legislation.

The post holder will work as part of the ward based team, ensuring a high quality food service and presentation of meals including Breakfast, Lunch and Supper services. They will be responsible for the co-ordination of all patient food and beverage services in accordance with the NPSA Nutritional Guidelines.

The post holder is expected to comply with all Trust Infection Control policies and conduct him/her self at all times in a manner as to minimise the risk of healthcare associated infections.

Main duties of the job

- Ensure high standards when working individually or as part of the team and be aware of the Trust's objectives and priorities. The Trust's success depends on all staff playing an active role to make sure the existing areas of good practices are universally embedded within the organisation.
- Understand the Trust's key priorities and those for your Directorate and Service, help translate these into key priorities for your work place.
- Understand level one Equality and Diversity.
- Maintain good working relationships with colleagues.
- Demonstrate courteous behaviour.
- To respond with humanity and kindness to every person, by listening attentively and respecting others in conversations.
- To attend specified shifts as required.
- Promote an effective team ethos.
- To provide the highest quality of customer service by listening to and acting on feedback.
- Ensure your staff mandatory and essential training is appropriate and up to date in conjunction with your line manager.
- Fully engage in the annual review process.
- Maintain a high standard of personal hygiene and appearance including laundering own uniform according to Trust policy.
- To use all PPE as required.
- To work in partnership to achieve the best possible outcomes for our customers.
- Helping and supporting your colleagues so that you work well together to achieve common goals and objectives.
- Take part in regular team meetings/talks to achieve the best possible outcomes for our customers.
- To act as a role model, valuing everyone's opinion and experiences.
- To value and treat your team members equally and with respect.
- To strive to provide excellent, innovative services that helps our patients/clients customers have a good and professionally delivered healthcare experience

About your new team and department

To work as part of the Facilities Management team to carry out a range of duties associated with catering to ensure the highest levels of food service delivery on site.

At all times the position demands the respect of patient privacy, dignity and confidentiality.

Working with colleagues in a friendly and supportive team where everyone has the opportunity to be the best they can be and ensures that our diverse experiences are valued and respected.

Supporting our patients, staff and visitors, in maintaining a safe and healthy environment for all

Detailed job description and responsibilities

- To prepare patient menu orders in readiness for service
- To regenerate meals as per the correct procedure and safety instructions
- 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
- To communicate with the main kitchen any changes in meal requirements, deletions or additions
- Responsible for the ward kitchen ensuring thorough cleanliness at all times
- To check and clean the refrigerator, discard out of date food and ensure all refrigerated food is labelled and stored correctly in line with Food Safety, Food Hygiene and Trust Policy
- Maintain stocks of all catering products including requisitioning and replenishing
- Preparation of food/beverage trolleys, maintaining cleanliness throughout the day
- To distribute and collect all patient menus including special diets in accordance with Trust Policy and to assist all patients who require help in completing their menu's
- Serving of ward beverages (to comply with departmental policy)
- Oversee the receipt of food orders from the main kitchen and report any discrepancies to the catering department immediately
- Effective regeneration of cook freeze meals to complete the Patient Meal Service
- To clean patient tables prior to food service
- To prepare patient food service trays including a hand wipe, cutlery and serviette
- To serve and distribute all meals according to the patients choices including special diets in accordance with Trust policies, ensuring all meals meet the requirement for portion control, temperature and presentation
- To collect all trays and dishes and clean patient tables after every food service
- Change water jugs throughout the day as required.
- Report to a senior nurse when a patient has not eaten
- To assist in the distribution, collection and completion of catering satisfaction survey questionnaires
- To keep all stores areas within the ward area clean and tidy
- To wear the uniform as issued including hats for food preparation and service and maintain an appearance at a standard commensurate with the duties and role of the post
- To ensure the correct PPE and colour coding is maintained
- To be responsible for food safety and complete all paperwork including completion of Food Safety logs
- To comply with and work within Health and Safety regulations at all times, and to ensure that all health and safety issues which become apparent during work related duties are reported to the manager
- To comply with the Trust's personnel policies and procedures
- To ensure that all waste is collected and processed in accordance with current legislation as directed by your Supervisor
- To ensure that all kitchen equipment is used safely and in accordance with the manufacturer's instructions and cleaned safely to the highest possible standard.

- To ensure that all damaged or broken equipment is reported to the Estates department and the FM Supervisor in order that they may be repaired
 - To ensure that all kitchen equipment, including the Fridge, Oven, Microwave, Trolleys are cleaned in line with the manufactures instructions on a daily/weekly schedule
 - To receive stores orders and place in appropriate storerooms using the correct manual handling techniques
 - To ensure the distribution and administration of Patient menu's choice and that menu choices are delivered to the catering department in a timely manner
 - To administer the Food Safety and Food Hygiene checks and record on a daily basis and to return all Food Safety Logs to the Catering department
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PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Basic numeracy and literacy skills • Willingness to undertake training relevant to the post • Basic IT skills • Food Hygiene Level 2 	<ul style="list-style-type: none"> • COSHH & Health and Safety • NVQ Customer Care Training • Food Hygiene Level 2
Knowledge and experience	<ul style="list-style-type: none"> • Good verbal and written skills • Ability to communicate at all levels, including staff, patients, visitors • Smart, clean and tidy appearance • Enthusiastic, approachable and confident • Multi – Skilled and flexible 	<ul style="list-style-type: none"> • Working in a hospital environment or hotel services environment • Knowledge of catering equipment
Specific Skills	<ul style="list-style-type: none"> • Team working skills • Good organising and co-ordinating skills • Ability to work independently and to prioritise work 	
Requirements due to work environment/conditions		

Physical skills	<ul style="list-style-type: none"> • Ability to undertake frequent light physical effort for several long periods during shift, lifting and carrying on a daily basis.
Physical effort	<ul style="list-style-type: none"> • Occasionally required to work in unpleasant conditions this maybe in the form of a warm environment i.e. kitchen at ward level. • Occasional exposure of unpleasant working hazards i.e. body fluids, Norovirus/MRSA.
Emotional effort	<ul style="list-style-type: none"> • Occasional exposure to distressing or emotional circumstances i.e. deaths on wards, terminally ill patients, long term patients missing their families and wishing to talk and to be aware of patients with challenging behaviour.
Mental effort	<ul style="list-style-type: none"> • Ability to complete all Food Hygiene records • Ability to plan workload and organise workload