

Job Description

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| Post: | Facilities Assistant (Catering) |
| Band: | 2 |
| Location/Base: | Birch Hill Hospital |
| Responsible to: | Head Chef |
| Main Contacts: | Facilities Assistants, Chefs, Ward Staff, Facilities Support Manager, Facilities Supervisors, Food Services Manager |

Job Summary

The postholder will be part of the catering team working in the main kitchen at Birch Hill Hospital. The postholder will support the preparation, distribution and service for all aspects of food production to service users, staff and visitors at Birch Hill and Stansfield Place. The postholder will also carry out any associated catering porter duties, such as washing-up and cleaning food trolleys.

Whilst the Facilities Assistant (Catering) is primarily responsible for delivering the catering services, the postholder can also train in the portering and domestic services as part of the wider facilities services delivered at Birch Hill Hospital (BHH). Full training would be provided to be a fully cross-trained Facilities Assistant at this site.

Main Duties and Responsibilities

The Facilities Assistant (Catering) will carry out a range of duties to support the quality provision of catering services to service users and staff. The postholder will ensure all duties are carried out in accordance with the Food Safety Policy and HACCP system. The postholder must deliver the below as part of the role:

- Defrosting, portioning, forming, and coating meat and fish and trayng-up in containers; this is including setting-up equipment and wiping down surfaces.
- General preparation of pastry and desserts, including preparing equipment, weighing, mixing, rolling, operating machines, filling containers and adding fillings.
- Manual preparation of vegetables by washing, cleaning, peeling, selecting, dicing and placing in cooking vessel.
- Preparation of vegetables using machine to chop, slice, liquidise and blend.

- Tending of food on stoves, beating, mixing, blending, checking, testing, stirring and the loading and unloading of cooking vessels.
- Preparing and making salads and sandwiches.
- Service/serving of patient, staff and function food where required.
- Filling and distributing bulk food containers to patient trolleys and restaurant service counter, topping up using batch cooking methods.
- Temperature probing of meals and the recording of temperatures in accordance with Trust policy, ensuring HACCP critical control points are recorded for each dish produced.
- Ensure that all food and beverage temperatures and quality control sheets are recorded and stored properly.
- To be familiar with the procedure for handling cash and cashing-up process in staff restaurant.
- Work in staff restaurant as and when required, including serving food, preparing food and providing excellent customer service.
- Washing-up, tidying, wiping down and general kitchen porter cleaning tasks.
- Cleaning food trolleys before and after use.
- Taking delivery of stores and putting away as required.
- Ensure cleaning schedules are completed.
- Ensure all COSHH and RAMS documentation is followed at all times in the workplace.

Domestic / Portering Duties

Following additional training within domestic cleaning and portering at BHH, the following is a basic overview of the responsibilities:

- General portering tasks at Birch Hill Hospital to support with relief portering shifts appropriate to training. Duties will be adjusted should the postholder not hold a driving license. Tasks include delivery/collection of meal trolleys, clean/soiled linen and stores/supplies, and also removal of waste.
- General cleaning tasks at Birch Hill Hospital in all areas including clinical, sanitary and administration areas, in accordance with the cleaning schedule, procedures and standards that are specified in Trust policy.

Additional Duties

- Report any incidents or near misses as per Trust policy
- Dispose of all categories of waste safely and in accordance with Trust guidelines.
- Report any sighting of pests to the supervisor
- Report any estates issues to supervisor or manager so they can be logged and actioned on the helpdesk
- Act as the frontline 'eyes on the ground' for any estates and facilities issues to be addressed, so the department can ensure that the environment for our staff and service users remains safe and well-maintained
- Attend mandatory training and other training as required. Mandatory training includes fire safety training, moving and handling training and infection control training. This may include training online using a mobile phone or computer
- Complete Level 2 food safety hygiene training as minimum.
- Work as part of the team to ensure tasks are completed in all areas to deliver quality facilities services
- Complete the Care Certificate training and assessment when working in patient-facing areas as part of role.
- Carry out other reasonable duties as required by the Head Chef and Chefs.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process

General Duties of all post holders

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

Standards of Business Conduct

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.

- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

Equality and Diversity and Equal Opportunities

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

Safeguarding

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.
- All staff should refer any safeguarding issues to their manager and escalate accordingly in line with the Trust Child and Adult Safeguarding Policies.
- All staff should familiarise themselves with the NICE Guidelines "when to suspect child maltreatment 2009."

Professional and Personal Development

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.

- The post holder will be involved in a formal appraisal and yearly conversations review with their manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Confidentiality and Information Governance

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

Health and Safety at Work

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.
- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or

grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Sustainability / Net Zero Carbon

Pennine Care are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport