

# Job Description

## Estates, Facilities and Development

**Job Title:** Patient Meals Catering Supervisor  
**Band:** 3  
**Accountable To:** Patient Meals Catering Services Manager  
**Reports To:** Patient Meals Team Leader

**OUR VALUES**

CARE	HONESTY	ACCOUNTABILITY
We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.	We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.	We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.
We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.	We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.	We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

**Job Summary:**

Responsible for the supervision of catering staff employed in the provision of high quality, Patient Meals Catering Services which meet the needs of all patient groups, and fulfils the objectives of the Trust.

To promote and maintain best practice in all areas of the Patient Meals Catering Services including the ordering, production, storage and service of patient meals.

To ensure that patient meals are provided in strict compliance with all food safety legislation and HACCP.

To make positive contributions in the work undertaken by the Catering Management team and to provide cover for senior colleagues as required.

### **Knowledge and Skills**

#### **1. Communication and Relationship Skills**

- Ability to complete forms and other official Trust documents either electronically or written.
- Capable of liaising effectively with staff, other departments, divisions and external agencies in a professional manner using various methods including verbal and electronic.
- Ability to impart learned knowledge to less qualified colleagues.
- A need to respond positively to complaints and suggestions, effecting remedial action where necessary.

#### **2. Knowledge, Training and Experience**

- Knowledge of high quality catering service principals and processes.
- A working knowledge of relevant Trust Policies and Procedures.
- An in depth knowledge and understanding of food, nutrition and fluids including special dietary requirement and other feeding issues.
- A knowledge and understanding of efficient, high quality customer care criterion.
- Ability to action issues highlighted in Environmental Health Department reports and put in place effective remedial action.
- A knowledge and wide ranging experience of high volume catering operations.
- Ability to impart learned knowledge to less qualified colleagues.
- An understanding of relevant statutory work place legislation and regulations including Food Safety, Hygiene (kitchen/ personal) and Health & Safety.
- Demonstrate efficient computing skills and literacy.

#### **3. Analytical Skills**

- Ability to plan and prioritise own workload and set effective time scales.
- Ability to plan and complete audits to meet both Food Safety and Trust standards giving appropriate feedback where necessary.
- A working knowledge of relevant Trust Policies and Procedures.
- Competent in the completion of forms and other official Trust documents.
- Ability to motivate and encourage staff employee performance.
- A need to respond positively to complaints and suggestions, effecting remedial action where necessary.

#### **4. Planning and Organisational Skills**

- To support the Trust Catering Services management team in reviewing, planning and future development of the Catering Service.
- Make knowledgeable judgements on staffing requirements and capabilities to meet the requirements within the Patient Meals Catering service.
- Ability to plan and prioritise own workload and set effective time-scales.

## 5. **Physical Skills**

- Standard keyboard skills
- Use of commercial catering equipment
- Frequent standing, walking and bending throughout the day
- Working in an area of varying temperatures (hot, chilled and freezing)

## **Responsibilities**

### 6. **Responsibilities for Patient/Client Care**

- Investigate and respond positively to user complaints/issues and put in place effective remedial action processed where appropriate.
- Responsible for the day to day supervision of Patient Meals Catering Services including Patient Meals Catering Assistants and Chefs, ensuring high standards of food safety and HACCP (Hazard Analysis Critical Control Points) are achieved and maintained in a timely manner.
- Responsible for organisation of day to day works and work planning within Patient Meals catering service.
- To ensure food preparation, storage, regeneration and service best practice guidelines are adhered to at all times.
- Assist in rectifying errors/shortages of patient meals and implement corrective measures to reduce errors.
- To ensure that all stored food items are used within use by/best before dates on a first in first out stock rotation basis.

### 7. **Responsibilities for Policy and Service Development**

- Promote effective processes and procedures to minimise food waste.
- To support the Trust Catering Management team in reviewing, planning and development of all aspects of the catering service.
- To assist in responding to technical Environmental Health Department inspection reports.
- Assist in the formulation and maintenance of a realistic equipment replacement programme.
- To assist in the development and maintenance of a comprehensive programme of risk management, including moving & handling and general risk assessment.
- To communicate effectively at all levels within The Trust as well as with external contractors, agencies and their representatives.
- To attend all relevant Trust briefings as and when requested and thereafter cascade information to departmental colleagues as staff as appropriate.
- Ability and understanding of agreed departmental standards and to ensure standards are met by Patient Meals catering Services Team.

### 8. **Responsibilities for Financial and Physical Resources**

- To promote effective processes and procedures to minimise food waste including the ordering of patient meals.
- To ensure cost effective allocation and assignment of work within set time scales and ensuring best use of Human Resources.

- To support the Trust Catering Management team in reviewing, planning and development of all aspects of the catering service to increase income and maintain/reduce costs.
- Assist in the formulation and maintenance of a realistic equipment replacement programme.
- To achieve and maintain an effective catering laundry service.
- To assist in ensuring secure and robust supplies ordering and receipt of goods procedures in accordance with the Trust's Procedure Policy and Financial Standing instructions.
- Effective and equitable management of departmental sick absence in accordance with the Trust's attendance policy/ ill Health and Loss of Capacity Policy.
- To check for accuracy and complete Health Roster in line with payroll requirements.

**9. Responsibilities for Staff/HR/Leadership/Training**

- Responsible for the day to day management of Patient Meals catering Services.
- To participate in monitoring and auditing all aspects of the Patient Meals Catering Service.
- To ensure cost effective allocation and assignment of work within set time scales and ensuring best use of Human Resources.
- Ensure catering staff are provided with a safe place of work in accordance with Trust Health & Safety Policies.
- Assist in the effective induction and primary training processes of new employees.
- To assist in the development and maintenance of a programme of mandatory staff training.
- To assist in the development and maintenance of a comprehensive programme of risk management, including moving & handling and general risk assessment.
- Effective and equitable management of departmental absence in accordance with the Trust's attendance policy/ ill Health and Loss of Capacity Policy.
- To participate in the Annual Personal Development Review process and identify financial resource implications relating to departmental training.
- Assist in promoting a spirit of collaborative working with other staff groups and stakeholders within The Trust.
- Competent in understanding and working within the remit of the Trust's confidentiality policy.
- To attend all relevant Trust briefings as and when requested and thereafter cascade information to departmental colleagues as staff as appropriate

**10. Responsibilities for Information Resources**

- To participate in monitoring and auditing all aspects of the Patient Meals Catering Service and formulate the data (presentation/reports)
- To assist in responding to technical Environmental Health Department inspection reports.
- Assist in the completion of electronic rosters and databases on a daily basis.

**11. Responsibilities for Research and Development**

- Research other similar Healthcare services and compare practices within the Patient Meals services to learn and share best practice.
- Compare standards set out within Model Hospital, Patient Led Assessment of the

Care Environment (PLACE) and benchmark against the Trust.

**12. Freedom to Act**

- Responsible for self and own teams in meeting defined Trust Catering Services policies, guidelines and protocols in delivering the Patient Meals.
- Refers any serious shortfalls or non-compliance, as deemed appropriate, on to the management team.

**Effort and Environment**

**13. Physical Effort**

- Combination of sitting, walking, standing and bending
- Occasional requirements to exert light physical effort when undertaking inspections
- Working in an environment with varying temperatures (hot, chilled and freezing)
- Frequent use of visual display units.

**14. Mental Effort**

- Flexibility with working hours to support service pressures and business demands.
- Responding to challenging situations with service users.
- Concentration when conducting audits and formulating results for accuracy.

**15. Emotional Effort**

- Dealing with service issues which are unpredictable such as staffing problems, user issues and complaints
- Counselling staff who may be experiencing illness, family problems or personal crisis

**16. Working Conditions**

- Exposure to variation in temperature while working in high ambient production temperature, interspersed with periods in freezers and/or chilled storage rooms.
- Travel between Trust sites, working in clinical and non-clinical areas.
- Use of PPE as necessary.

**Health and Safety**

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all

areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

### **Infection Control**

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

### **Sustainability**

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

### **Safeguarding**

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee\* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.

# Person Specification

**Job Title:** Patient Meals Catering Supervisors

**Department:** Patient Meals Catering Services

Requirement	Essential	Desirable	How Assessed
<b>Qualifications</b>	Level 2 Food Safety qualification. NVQ level 2 in relevant subject or equivalent.	Level 3 Food safety qualification.	Certification
<b>Experience</b>	Experience of high volume catering operations. Experience within a supervisory role (minimum 2 years). Experience with implementing food safety controls and undertaking audits and assessments.	Previous work within a cook freeze food distribution environment.	Application and interview assessment
<b>Skills, Knowledge and Ability</b>	Working knowledge of food safety, health and safety systems. Ability to work to timescales agreed. Ability to encourage, motivate and make best use of the work force. Ability to identify service needs and implement change where necessary. Ability to use IT and communicate effectively.		Application and interview assessment.  IT Qualification
<b>Other Requirements</b>	Enthusiastic and high self-motivational qualities. Lead by example and promote a high standard of work ethic. Ability to work in both hot, chilled and freezing temperatures (PPE provided). Flexible approach to working commitments between sites.	Full UK clean driving licence	Application and interview assessment.