



**University Hospitals
of North Midlands**

NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**



Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

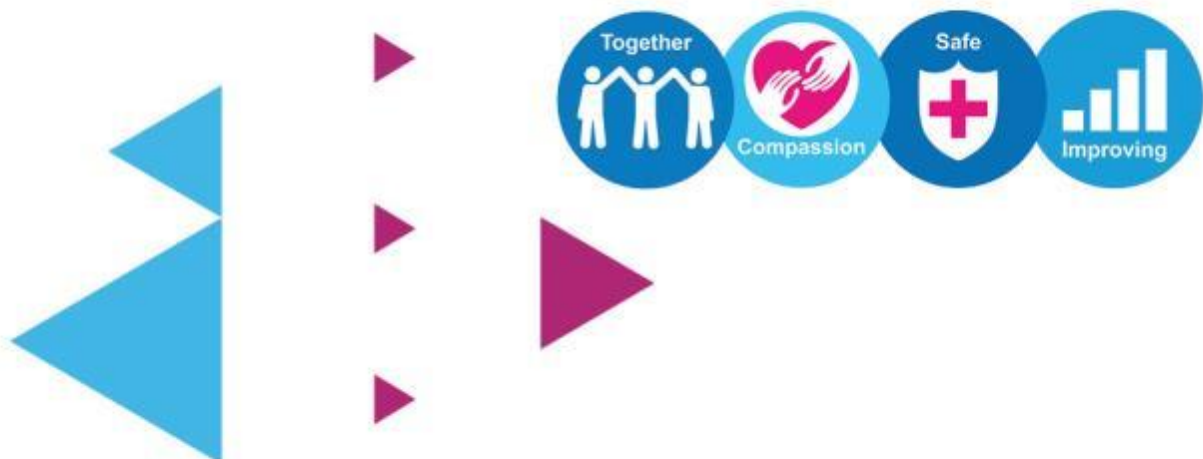
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: Estates, Facilities and PFI Division

Job Title: Facilities Catering Support Assistant (**FCSA**)

Band: Agenda for change Band 2

Location: County Hospital

Hours of Duty: contracted 15 hrs per week, 5 days over 7

Managerially accountable to: Catering Manager

Professionally accountable to: Deputy Head of SFM

Key Relationships: All Facilities Colleagues, Clinical and other Ward Staff, Visitors & contractors

Role Summary

The FCSA is required to carry out a range of routine procedures within the catering department, to ensure that procedures and process are followed to the correct standard. Assist with the delivery and service of all food provision, including retail and patient catering meal service. This will include retail catering in regard to the on-site Restaurant to catering requirements to ward patients.

Therefore assisting in the main kitchen, and carrying out meal services at ward level.

Assist with the receipt, storage and distribution of food items and other stock items across site as required. Ensure that all crockery, kitchen equipment etc. are clean following all relevant processes and procedures before going back into circulation.

The role will also involve on the job training and an understanding of a range of other routine work procedures of the same banding criteria within Facilities services that fall outside the Catering Assistant role. An example (but not limited to) - cleaning services in line with local training arrangements.

There may occasionally be a requirement to work across other sites within UHNM:

Key Areas/Tasks

- Assist the catering team in a range of catering routine work procedures, ensuring that quality standards are maintained throughout. Assist in the preparation of food items for both retail and patient catering. This to include preparation of light menu items as requested by the catering team.
- On a daily basis, ensure that all equipment, meal trolleys, utensils, crockery, cutlery etc. is ready for service and that meals are distributed ready for transportation to the relevant ward areas.
- Serve meals at ward level to ward staff for patients, adhering to presentation, portion control and correct temperature protocols. Record food temperatures at every meal service, ensuring that temperature sheets are correctly filled in and available to the catering department in a timely manner. This will be daily occurrence.
- Daily use of equipment i.e. dishwasher, pressure washer, floor cleaners and other mechanical items that will require training to use and safe use of as per training requirements. This will also include the safe use of any cleaning materials used, as per local arrangements. Report any defects or a requirement for replacement of catering items, to the catering team management.
- Daily general cleaning duties are required throughout the catering dept, this includes all areas that have a catering function i.e. cooking areas & storage etc and also includes all manner of catering equipment. Removal of any rubbish to the designated waste areas, in line with the waste policy.
- Ensure that the full range of routine work procedures that fall outside of the immediate work area are carried out correctly, including training and understanding of the relevant services. This may

include cleaning, service support as per local arrangements, on the job training and understanding of other roles within the banding criteria.

□ The above Key Areas/tasks and general responsibilities are a summary only, and are subject to change as per needs of the service

General Responsibilities

- To present a positive corporate image at all times, adhering to the Trust uniform policy and ensuring that all hygiene codes of practice are followed.
- To undertake statutory and mandatory training and other training as relevant or as requested.
- To participate in annual appraisal, participate in personal objective setting and maintain and improve professional knowledge and competence within the Facilities department.
- To take every reasonable opportunity to maintain and improve your professional knowledge and competence. To participate in Team meetings when required.

□ Individuals are required to provide and receive routine day to day information with all Trust colleagues, including patients, visitors and contractors where appropriate. Work alongside new colleagues to provide routine local training by on the job training, with the support of Team Leaders and Supervisory Management.

□ Ensure that knowledge of any relevant policies, systems, procedures and processes within the role and linked to the role are followed and adhered to. The position is expected to involve a range of routine work procedures and may incorporate other roles of equal banding outside of the FCA role but within the Facilities department or occasionally other site working within UHNM. This may include but is not limited to training and an understanding in e.g. cleaning or uniform services.

□ Take part in, with the support of Team Leaders and Supervisors any local Risk Assessment review including COSHH in regard to own daily tasks, and undertake any relevant training as appropriate.

□ To be involved in straightforward facts and situations about the role, including routine job specific tasks and reporting any faults or issues as appropriate. Report any stock control issues in regard to consumables or other sundries/equipment etc. and report to line managers i.e. Team Leaders/Supervisors, and any guidance or support will be provided as required.

□ Individuals are required to follow a work schedule as per area of work, tasks are sometimes governed by activity on the areas of work, therefore may at times be tailored accordingly based on area activity.

□ There is a requirement to be trained on cleaning and catering machinery and other tools that are relevant to the role. This can include but not limited to - buffing machines, steam cleaners, regeneration trolleys.

□ Incidental contact with patients, routine and ad-hoc Facilities duties within ward and public areas.

□ Individuals are expected to follow all Trust policies, processes and procedures and may be required to comment on policies within own role.

□ Responsibility in maintaining stock security, stock control and rotation within areas specified. Any repairs, faults or potential risk needs to be reported in the first instance to the relevant person i.e. Team Leaders/Supervisors/Ward staff.

□ To give guidance and support to new members of staff with regard to daily work, routine, processes and procedures and department ward layout and orientation.

□ Participate in surveys and audits that are necessary to the job role.

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- Complete audit or cleaning/catering sign off sheets and other ad-hoc work related records.
- Work within clearly defined work schedules, processes and procedures using own initiative on daily service routine matters, however line management can be sought for reference, advice and guidance when required.
- There will be a requirement to lift/move items in respect of Facilities consumables, equipment, tools and other job role specific items as required. This will require frequent moderate effort throughout any given shift to lift, push or move objects to complete tasks as per work schedules or ad-hoc requests.
- There will be a frequent requirement for long periods of concentration when using any equipment including but not limited to cleaning machinery, trolleys, use of chemicals. Therefore general awareness in respect of health & safety, other legislation and training compliance will need to be fully adhered to.
- There is little contact with patients, however there will be occasions where there is exposure to distressing and emotional circumstances during routine work activity while working at ward level.
- There will be some exposure to physical aggression and frequent exposure to body fluids through routine work activity at ward level that could be at times unpleasant. Occasional exposure to dust and temperature variations through routine daily activity

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

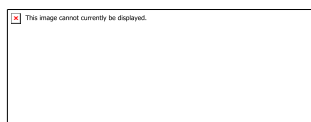
Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care,

improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Job Title

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	Basic numeracy and literacy. Ability to carry out a range of Facilities service duties within specified criteria. Ability to complete paperwork relevant to duties.	✓ ✓ ✓	Food Hygiene or equivalent formal certificate	Certification
Knowledge, Skills, Training and Experience	To have worked in a service/customer environment. Knowledge of food handling & food hygiene procedures Knowledge of routine light cleaning duties Ability to communicate with other trust employees & service users Ability to work independently & as part of a team Ability to follow instructions, training, process & procedures Ability to prioritise workload Commitment to completing tasks to the standard required	✓ ✓ ✓ ✓ ✓ ✓	certificate	Application form Interview Application form Interview Application form Interview Application form Interview Application form Interview Application form Interview
Personal Qualities	<ul style="list-style-type: none">• Positive mindset in respect of supporting organisational change; learning, and continuous improvement.• Effective interpersonal and• intrapersonal skills including high degree of	✓ ✓ ✓		

	self-awareness and self-regulation			
	• Takes responsibility and is accountable for delivering to their agreed objectives	✓		
	• Consistently professional, collaborative and compassionate in their approach.	✓		
	• Works with patients and people at the fore – operates to a customer service ethos	✓		
	• Acts to support and enable effective teamwork	✓		
	• Delivers work of consistent and predictable high quality	✓		
	• There is a frequent requirement for prolonged concentration when facilitating	✓		
	• Emotional effort; the post holder will at times be exposed to distressing and emotional circumstances			
	• Ability to travel to and work across multiple sites	✓		