

# JOB DESCRIPTION

## Estates, Facilities and Development

<b>Job Title:</b>	<b>Patient Meals Catering Assistant</b>
<b>Band:</b>	Band 2
<b>Health Group:</b>	Estates, Facilities and Development
<b>Service Area:</b>	<b>Facilities</b> - Catering - Patient Meals Services
<b>Base:</b>	Hull Royal Infirmary/Castle Hill Hospital

<b>Accountable to:</b>	Trust Catering Services Manager
<b>Reports to:</b>	Patient Meals Supervisor
<b>Responsible for:</b>	Patient Meals Service

### Job Purpose:

To assist in the provision of a comprehensive and cost-effective catering service that meets the needs of patients whilst fulfilling the objectives of the Trust.

Duties will include assisting in the preparation, storage, packaging, distribution, regeneration and service of patient meals. Regularly handling frozen, chilled and cooked food items  
Ensure all patient meals are accurate and served in a timely manner.

To undertake a wide range of general kitchen and catering hygiene duties.

To work in accordance with Food Hygiene Regulations, Codes of Practice for Caterers and all relevant Trust policies.

### KEY DUTIES & RESPONSIBILITIES

- Accurate and timely packing of all patient meals using the insulated food boxes in accordance with the ward summary (order).
- Ensure all patient meals are quality checked and errors rectified prior to distribution.
- Basis preparation of food items in a food safe and cost-effective manner.
- Regularly handling frozen, chilled and cooked food items.
- Ensure all food items are correctly packaged, labelled and date coded.
- Assist in the economical use of food/ingredients and minimise waste.
- Meet all service timescales
- Reconcile patient meals deliveries against ward orders and inform catering helpdesk of any anomalies.
- Effective regeneration of cook freeze meals
- Effective service and presentation of patient meals.
- Safe, timely and hygienic cleaning and replenishment of patient water.

- Timely service of beverages and snacks to patients.
- Assist in ensuring that all stored food items are used within use by/best before dates.
- Accurate recording of temperatures including escalation if applicable.
- Maintain high standards of cleanliness in designated work areas within the documented cleaning and hygiene schedules – this may include ad-hoc duties delegated by line managers.
- Maintain high standards of personal hygiene and work wear.
- Timely reporting of faults to line manager. This includes service delivery, equipment, furnishing and fabric of the building.
- Contribute to a quality orientated, food safe environment in compliance with general Food Hygiene Regulations and associated legislation.
- Maintain safe systems of work and a safe working environment in accordance with Trust Health and safety policies.
- Compliance with departmental Food safety policy and HACCP systems including accurate completion of all required documentation, including food temperatures checks and records pertaining to the policies and procedures of the Trust's catering service.
- Compliance with the Catering departments Codes of Practice document and Equipment manual guidelines.
- To assist with all aspects of the departmental security.
- To assist in the mechanical or manual washing processing of all crockery, cutlery and utensils associated with the service.
- Work to the agreed Trust and Departmental standards.
- To assist in the transferring and storage of supplies and deliveries following correct lifting and handling procedures.
- Attend Trust and Departmental briefings.
- Occasional driving of Trust vehicle both on and off Trust property (Full UK driving license required for this aspect of the role)
- Maintain complete confidentiality in accordance with Trust policies.
- Undertake any other catering duties appropriate to the grade.

### **Knowledge and skills**

- Ability to effectively contribute in the provision of a comprehensive range of catering services.
- Ability to deal with internal and external enquiries.
- Basic craft skills capability eg. Knife handling, cutting, chopping and slicing ingredients.
- An understanding of portion control and effective food presentation.
- A basic understanding of statutory food safety and HACCP.
- A knowledge and understanding of customer care and service.
- Capable of working as a team member and communicating effectively with others.
- Ability to carry out tasks with minimum supervision.
- Be both numerate and possess effective reading and writing skills.
- The ability to follow instructions and training.
- Knowledge of Health and Safety regulations and procedures.

### **Communication and Relationship skills**

- Effective communication with colleagues, customers and other departments within the Trust.
- Frequent discussion with patients sharing information relating to menu and beverage choices.
- Understands and clarifies detailed instructions to undertake duties.
- Assists in ensuring effective communication is maintained between members of the team, taking personal responsibility to update, share and handover information when required.
- Ensures information is conveyed to the supervisors/line managers in a timely and understandable manner.
- Establish an effective relationships with staff at all levels.

### **Knowledge, training and experience:**

- General education to GCSE standard.
- A minimum of 2 years experience working in within a catering environment.
- Proven experience of working to deadlines.
- Problem solving abilities.
- Experience of working a multi-disciplinary team.
- Knowledge of Food Safety regulations and HACCP.
- Basic IT skills
- Conscientious and hard working
- The ability to remain calm and professional under pressure
- Proactive and able to work on own initiative
- Tactful and diplomatic
- Willingness to undertake training
- Flexible
- Caring/Professional manner.
- Team Player

### **Analytical and judgmental skills:**

- Highlights problems and advises line manager of any difficult or sensitive issues.
- Encourages and promotes solutions within parameters of responsibility.
- Uses judgement and experience to share solutions to problem solving.

### **Planning and organisational skills:**

- Responsible for managing and prioritising own workload, meeting deadlines and targets day to day.
- Attends meetings and training to accommodate the needs of the department.
- Develops own objectives with line manager and finds ways to meet them.
- Works towards the delivery of performance targets relevant to the specialty and team.

### **Physical skills**

- Practices safe moving and handling procedures and other related health and safety standards.
- Work in an environment of varying temperature – this includes temperatures as low as -18 degrees through to +26 degrees in food storage and preparation areas.
- Regularly handling frozen, chilled and cooked food items on a daily basis.
- Ability to work whilst standing/walking for prolonged periods of time.

## **RESPONSIBILITY**

### **Responsibility for patient/client care:**

- Deals with any patient related queries within parameters of responsibility.
- Complies with Trust policy in relation to confidentiality.
- Responds to complaints, compliments and comments relating to patient meal services.

### **Responsibilities for Policy and Service Development Implementation:**

- Implements policies and procedures relevant to own work area.
- Understands and complies with relevant HR policies.

### **Responsibilities for Finance and physical resources**

- Responsible for the safe use of equipment reporting faulty equipment accordingly.

- Assist with ensuring effective stock and supplies management is maintained.
- Ensure daily wastage is accounted for and escalated to line manager.
- Ensure patient meals are ordered in accordance to Trust procedure and reflective of actual meals required.
- Assist with stock counts on a regular basis.

#### **Responsibilities for Human Resources:**

- Maintains a professional approach to work, demonstrating a mutual respect for colleagues.
- Assists with induction of new staff.

#### **Responsibilities for Information Resources:**

- Maintains paper or electronic based filing systems to record, store and supply information.
- Sources information required by the senior colleagues.
- Understands and works within the remit of the Trusts confidentiality and related policies.
- Frequent use of patient meals ordering system (electronic ordering).

#### **Responsibilities for Research and Development:**

- Undertakes surveys or audits as necessary.

#### **Freedom to Act:**

- Manages and prioritises own workload to meet the needs of the wider team whilst maintaining established standards.
- Suggests changes in practice to line manager.
- Can refer to the line manager for advice and guidance.

### **EFFORT AND ENVIRONMENT**

#### **Physical effort:**

Combination of sitting, walking and standing. More frequently the role will involve standing. Regularly handling frozen, chilled and cooked food items on a daily basis.

#### **Mental Effort:**

Frequent requirement for concentration where the work pattern is predictable. Concentration is required to accurately complete the daily tasks to avoid errors.

#### **Emotional Effort:**

Occasional exposure to distressing or emotional circumstances.

#### **Working Conditions:**

Working in varying temperatures (hot and cold) on a daily basis; this includes temperatures as low as -18 degrees through to +26 degrees in food storage and preparation areas.

Working in an environment of varying temperature on a daily basis – this includes chilled rooms, freezers and kitchens.

Personal Protective Equipment/Uniform (PPE) is provided and a must be worn when working in the chilled and frozen environments for prolonged periods of time).

### **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.

*This job description is not a complete list of duties and is meant as a guide. The job description will be reviewed and duties may change after consultation with the post holder.*

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>QUALIFICATIONS</b>	Basic Food Safety Training. NVQ level 1 in relevant subject. GCSE English and Maths or equivalent.	Food safety Level 2 or above. NVQ Level 2 or above in relevant subject. UK Driving License. National Care Certificate*.	Certificates.
<b>EXPERIENCE</b>	A minimum of 2 years experience in catering dealing with both preparation and service of food items.	Previous healthcare work.	Application form. References. Interview.
<b>SKILLS</b>	General Catering Skills – ie knife skills, food preparation skills. Kitchen and personal hygiene. Ability to meet service timescales. Basic IT skills.		Application form. References. Interview.
<b>KNOWLEDGE</b>	Knowledge of HACCP/Food Safety.		Application form. References. Interview.
<b>OTHER</b>	Conscientious and hard working. The ability to remain calm and professional under pressure. Proactive and able to work on own initiative. Tactful and diplomatic. Willingness to undertake training. Flexible approach to working patterning including across sites. Caring/Professional manner. Team Player. Capable of working in areas of varying temperature (hot/cold).		Application form. References. Interview.

\*National Care Certificate must be completed within 3 months of appointment.

## Organisational Structure

