

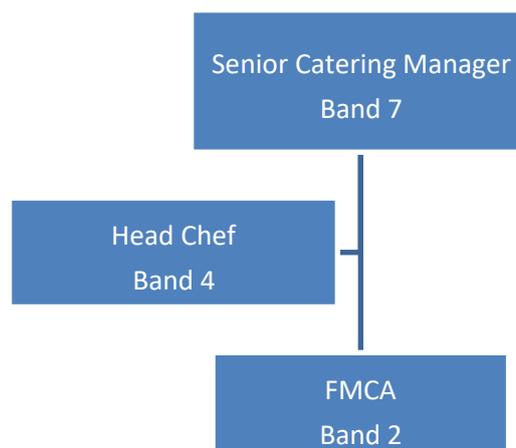
AFC Reference:	CORP/0402
Job Title:	Facilities Management Catering Assistant
Band:	2
Division/ Service:	Corporate/ Peasley Cross Hospital
Accountable to:	Catering Manager
Responsible to:	Head Chef

Job Outcomes:

As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high-quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers.
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.
6. All areas within remit receive a positive result in all internal and external monitoring processes, relating specifically to cleanliness and catering processes.

Organisational Chart:



Job Purpose:

The successful post holder will be required to carry out a range of catering and general duties within a mental health inpatient environment to set procedures and standards.

Principal Responsibilities:

- To be responsible for ensuring that the relevant documentation: monitoring forms delivery checks, and all other HACCP monitoring systems are completed and filed accordingly and take corrective action where necessary.
- Loading frozen food into a regeneration oven.
- Distribution of meals, provisions, and equipment within the department.
- The service of patient meals via the bulk hostess trolley at ward level, maintaining high standards of meal presentation.
- To clear all patient meal items e.g., crockery, cutlery, food waste from the dining room.
- Carry out general cleaning tasks following departmental policies and procedures.
- To work flexibly and in accordance with duty rotas and work schedules including evenings and weekends.
- To stand in for other FMCA's as required
- To liaise and communicate effectively with ward teams and other disciplines
- Assist in other areas within the catering department as and when required to meet service needs. This may involve travelling to another Mersey Care site
- General cleaning of all areas associated with the catering department e.g., work surfaces, equipment, floors, walls, stores area etc] whilst using the appropriate cleaning materials/ chemicals/ equipment for the job, wearing the specified personal protective clothing and completing cleaning schedule documentation.

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- Responsible for practicing good hygiene and health & safety within the department in accordance with current Food Safety and Health & Safety Legislation.
Ensure a high standard of personal hygiene by wearing clean and protective clothing in accordance with food safety legislation and health & safety policies
- Collection, removal, and disposal of waste material in line with the Trust Waste Management policy including cleanliness of waste receptacles.
- Ensure the careful use of resources to reduce unnecessary waste and comply with departmental stock rotation.
- To attend Food Safety Training to include Induction, Annual Food Hygiene Refresher Training, Trust Mandatory Training as and when required.
- Work in accordance with Trust's Policies and Procedures including COSHH, Fire Safety and Manual Handling.
- Report all accidents/ incidents and near misses.
- Report all sightings of pests.
- Report all equipment failures.
- Report any patient/ customer complaints in a timely manner.
- To ensure high standards of food safety and quality are maintained at all times and in accordance with Food Safety Legislation and HACCP Food Safety Management System.
- To assist in the preparation of cold foods such as salads and jacket potato fillings.
- Demonstrate duties to new starters and assist in training new staff to ensure basic level of competency in main duties.

Communication and Relationships

- Will be required to communicate effectively with a wide range of people, including colleagues, other Trust staff, visitors and contractors, e.g., patient meal requirements.
- Will be required to communicate effectively when dealing with verbal complaints from patients.
- Will need to communicate with patients/visitors with language/hearing barriers on an ad hoc basis. This contact may include communication with service users with severe and enduring mental health problems, who may display behavioural difficulties and import sensitive information.
- Complete Food Safety and Cleaning documentation to meet the requirements of the Trust's Food Safety Policy.
- Communicate with the Environmental Health Officer and other external auditors during official inspections.

- You will be required to work as part of a team and have the ability to use a degree of initiative to prioritise and organise daily duties, whilst maintaining a professional approach at all times regardless of the situation.

Generic Responsibilities for all staff:

All post holders will agree to:

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Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.

- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders.
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient/ service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment.
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training workshop.
- Be an ambassador for Just & Learning and Civility & Respect following the training.
- Positively advocate the just and learning culture within your team.
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/ services to create a positive environment for Just and Learning Culture.
- Participate in Just and Learning Culture events.

- Bring Just and Learning Culture updates/ information to the attention of team members and other MCT colleagues they work with.
Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder. PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS:		<input type="checkbox"/> NHS experience and training in safety, health and catering CIEH Foundation Certificate level 2/Intermediate in Food Hygiene, or equivalent.
KNOWLEDGE/ EXPERIENCE:		<ul style="list-style-type: none"> • Experience of working in a similar catering role • Experience of working in the NHS. • Experience of dealing with people/patients • Experience of working in a multi-skilled environment. • Previous experience within this type of role is desirable although full training will be given.

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<p>VALUES:</p>	<ul style="list-style-type: none"> • Continuous Improvement • Accountability • Respectfulness • Enthusiasm • Support • High professional standards • Responsive to service users • Engaging leadership style • Strong customer service belief • Transparency and honesty 	
	<ul style="list-style-type: none"> □ Discreet □ Change oriented 	
<p>SKILLS:</p>	<ul style="list-style-type: none"> □ Able to function as a member of a team and support the management objectives of the department and Trust. □ Able to deal with requests from service users, managers and staff in a friendly and helpful way. □ Flexible. □ Good interpersonal and communication skills. Able to work both independently and as part of a team. □ Able to carry out manual tasks. 	<ul style="list-style-type: none"> □ Able to maintain accurate records.



Mersey Care
NHS Foundation Trust

Community and Mental Health Services