

JOB DESCRIPTION

JOB TITLE:	Catering Assistant
PAY BAND:	Band 2
LOCATION:	Bridport Hospital
LINE MANAGER:	Facilities Manager Manager
KEY RELATIONSHIPS:	Matron, Hospital Manager, Ward Manager, Senior Facilities and Estates Management, other Support Services Managers, Catering teams, patients and visitors, other agencies and Trust staff.
HOURS OF WORK:	25 hours per week. The post holder may be required to work flexibly to meet the needs of the service.
JOB SUMMARY	To provide a high standard of cleanliness in catering areas and assist in the provision of a food and beverage service to staff and patients.

SECTION A: MAIN DUTIES AND RESPONSIBILITIES OF THIS POST

1.
 - Service of meals and beverages to patients and staff.
 - The preparation of basic food and beverage items as instructed to include vegetables in accordance with menu requirements.
 - Maintain the cleanliness of the catering areas and equipment including food trolleys to the required standard outlined in cleaning schedules.
 - To prepare trays (plated service) for patients service where required.
 - To wash pots and dishes.
 - Use of dishwashing machine for all crockery and cutlery in accordance with manufacturer's instructions and local orders.
 - Maintain personal and catering hygiene standards in accordance with the Catering Quality Assurance programme and current food safety regulations, including food hygiene procedures.
 - Reporting any mechanical and electrical defects to the senior person on duty.
 - Assisting in other catering areas should the need arise.
 - Ensuring Health and Safety Regulations are observed at all times.

May be required to carry out tasks at ward level resulting in exposure to situations or patients with challenging behaviours for which appropriate training will be provided where required

2.. **RESPONSIBILITY FOR HUMAN RESOURCES / WORKFORCE**

Ensure that you are trained / competent on the use of cleaning chemicals & equipment in line with the National Specifications for Cleanliness in the NHS, C.O.S.H.H and any other relevant legislation.
Ensure that you are trained/competent in food hygiene in accordance with the Food Safety Act

3.. **RESPONSIBILITY FOR FINANCE / RESOURCES**

Ensure safe use of equipment.
Ensuring all relevant equipment is properly used at all times.
Advise on stock levels of catering stores, informing catering supervisor of any shortfalls.
If working in the staff dining room, taking and handling of cash for staff meals in accordance with standing financial instructions and local policies/procedures.

4.. **RESEARCH & DEVELOPMENT**

Assist with audits and surveys as required.

5. **POLICY & SERVICE DEVELOPMENT**

Responsible for adhering to all relevant policies, procedures and guidelines

6. ENVIRONMENTAL FACTORS

- Requirement to undertake breakaway techniques as needed.
- Little exposure to distressing or emotional circumstances.
- The post holder will be expected to be on their feet for substantial periods and realise that kitchens can be hot and physically demanding.

SECTION B: TERMS AND CONDITIONS OF SERVICE

Dorset HealthCare has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which can be found on the Trust Intranet or obtained from the line manager or Human Resources Department. The post holder is expected to be aware of all policies, procedures and guidance which applies to them and to observe their provisions at all times.

Staff are not permitted to smoke on Dorset HealthCare premises, either inside or outside, or inside Trust vehicles.

Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include preventative management of violence and aggression (PMVA) and/or breakaway techniques, and cardio-pulmonary resuscitation (CPR). If in doubt as to which mandatory training applies to this post, advice should be sought from the line manager.

All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.

Dorset HealthCare is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.

Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

SECTION C: CORE ATTRIBUTES AND BEHAVIOURS

Staff are expected to adhere to and demonstrate Dorset HealthCare's Core values and behaviours at all times

Values

Our values underpin all that we do and provide a sense of direction to people, teams and the Trust overall.

1. **Respect and dignity**

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

2. **Commitment to quality of care**

We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.

3. **Compassion and kindness**

We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.

4. **Improving lives**

We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

5. **Working together for patients**

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

6. **Everyone counts**
We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.
7. **Being a learning organisation**
We wish to continue to be a learning organisation in partnership with Bournemouth University and other local academic organisations.

Behaviours

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

8. **Positive**
Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.
9. **Proactive**
Challenging unacceptable behaviour, showcasing learning and innovation, actively encouraging ideas and involvement from others.
10. **Supportive**
Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.
11. **Respectful**
Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.
12. **Reliable and trustworthy**
Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.

SECTION D: CHANGES

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.

PERSON SPECIFICATION

1.	KNOWLEDGE, SKILLS AND TRAINING	ESSENTIAL Yes/No	DESIRABLE Yes/No
1.1	Ability to work on own initiative and as part of the team	Yes	
1.2	Good communication skills	Yes	
1.3	Level 2 certificate in food hygiene or working towards		Yes
1.4	Knowledge of COSHH, induction and on-going training.		
1.5	Able to prioritise workload	Yes	
2.	EXPERIENCE		
2.1	Previous experience in a similar role	Yes	
3.	FINANCE/RESOURCES		
3.1	Knowledge of stock control procedures and methods	Yes	
4.	INFORMATION TECHNOLOGY/RESOURCES		
4.1	Basic IT skills	Yes	
5.	PERSONAL QUALITIES/ATTRIBUTES		
5.1	Evidence of demonstrating the Trust's values and behaviours.	Yes	
6.	BUSINESS TRAVEL		
6.1	Non-essential car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.		Yes
7.	ADDITIONAL REQUIREMENTS		
7.1	Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively.	Yes	