NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | Catering Production Assistant – NHS Tayside |
| Department(s)/Location | Dundee Locality, Royal Victoria Hospital  |
| Number of job holders | 12 |
| 2. JOB PURPOSE To assist the organisation in providing both Patients, Staff and Visitors with a high quality, person centred and safe catering service, by assisting with the preparation of foodstuffs and contributing to the operation and cleanliness of kitchens, dining rooms and their associated equipment whilst supporting the production, portioning, distribution and service of meals and snacks.  |
| 3. ORGANISATIONAL POSITIONHead of CateringNHST Patient Catering ManagerCatering Services ManagerHead ChefCatering Supervisor**This Post****Catering Production Assistant** |
| 4. SCOPE AND RANGENHS Tayside serves a population of approximately 387,000 covering regions including Tayside, Perth and Kinross and Angus. The Catering Production Assistant works as part of a multi disciplinary team, delivering a high standard of Catering in areas of high activity with frequent change. Staff must be flexible, adaptable and work to support other staff who have clinical responsibility to patients.The jobholder may be required to work in other organisational catering establishments. A multiple choice menu is offered to both patients and dining room customers covering a wide-ranging selection of products. Function catering is an integral part of the department’s service. |

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| 5. MAIN DUTIES/RESPONSIBILITIES1. Carry out all cleaning tasks detailed in work schedules and incidental cleaning as necessary to agreed.
2. Standards recording compliance where required.
3. Follow all cleaning procedures to ensure highest standard of cleanliness and hygiene practices.
4. Operate assorted vending units where appropriate.

FOOD PREPARATION1. Food preparation and service (i.e. sandwiches / salads).
2. Assist with cooking and service of a range of dishes for patients, staff, visitors and functions.
3. Monitor food being served to patients, customers and functions for quality, quantity and presentation and that it meets orders / requests.
4. Preparing a large range of functions and the distribution around site.

BAGNEL DRIVING1. Delivery and collection of patients meal trolleys
2. Carryout daily check of vehicle
3. Ensure vehicle is charged for use.

FINANCE AND PHYSICAL1. Operate cash register at point of service where appropriate.
2. Safe storage of cash up to the value of approximately £800.
3. Cashing up with cashier and counting money whilst in dining room on rotation includes responsibility for safe and department keys.
4. Setting up of hospitality and functions.
5. Replenish all supplies of cleaning chemicals/detergents, hand soap, paper hand towels and associated materials.
6. Checking, receipt, safe storage and allocation of supplies and consumable’s in the most economical way
7. Ensure the correct storage and economical use of equipment, supplies and energy resources.
8. Notify supervisor or other relevant staff of faulty equipment, building / equipment repairs, maintenance requirements, requests for chemicals / personal protective equipment / light equipment.
9. Maintain all equipment in a clean and tidy state.
10. The recycling and appropriate disposal of waste.
11. The serving of patients meals ( where applicable)

PLANNING AND ORGANISATIONAL1. Need to change menu at short notice prioritising cooking methods and times.
2. Complete diary functions making sure correct items ordered, setting up and arranging for transport.
3. Compilation of menu’s using the Catering Information System and record totals, print recipe and bulk.
4. Food labels information.
5. Take customer telephone requests and ensure the correct orders are dispatch ie: sandwiches, shop goods, papers etc.
6. **Tasks involved in providing food services to wards, ie preparation, service and hostess duties**.
7. Stock rotation

POLICY1. Maintain compliance with NHS Tayside Policies and Procedures, e.g. Food Safety, Hazard Analysis and Critical Control Points (HACCP), Control Of Substances Hazardous to Health (COSHH), Health and Safety, Moving and Handling Regulations.
2. Follow all guidance and training on safe working practices to ensure personal health and safety and that of others, exercising a duty of care.
3. Maintain departmental record keeping including HACCP records, weekly and monthly work sheets as tasks are completed, where appropriate.

HR FUNCTIONS1. Assist in the induction of new starts by demonstrating correct methods of working practice.
2. Undertake regular training, as and when required, including yearly food safety refresher training, infection control refresher, manual handling refresher and fire safety lectures, new cleaning methods/procedures and any other training required.
3. Work together with Department in Performance and Development Reviews.
4. Maintain confidentiality at all times.
5. Demonstrate courteous behavior.
6. Occasional requirement to participate in Audits.

**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |
| 6. COMMUNICATION AND RELATIONSHIP SKILLSRegular communication exists between the post-holder and with:* Catering management team, supervisors and colleagues
* Clerical staff within Catering Department
* Ward and Departmental staff
* Members of the public, patients and staff
* Estates staff and maintenance contractors
* Delivery drivers
* Other staff within the NHS establishment

The post-holder could be asked on a one-to-one basis to coach individuals on duties carried out in the unit, during induction / on-the-job training.The post-holder will receive telephone calls from the Wards regarding menu changes, complaints and requests.The post-holder could on occasions have to deal with customers who are upset or aggressive or with educational or mental health issues or where English is not their first language. |

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| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB Following departmental training, the post-holder is required to have knowledge or be proficient in:-1. REHIS Elementary Food Hygiene Certificate, or equivalent previous experience working in a large scale catering operation would be an advantage but training is available in-house via a 12 week in house induction programme.
2. SVQ Level 2 in Catering / Hospitality or equivalent experience
3. Have a knowledge of Catering Department Food Safety Policy and Food and Nutrition Policy.
4. Ability to work well under pressure.
5. Health & safety conscious with the ability to undertake induction and on-the-job training as well as training in HACCP and food safety procedures, safe working practices, fire safety, COSHH, manual handling, hand hygiene, allergens etc.
6. Ability to follow clear instructions.
7. work well as part of a team or on their own initiative.
8. High standard of personal hygiene.
9. Possess good communication skills, including non verbal communication skills.
10. Ability to respond constructively to unpredictable situations.
11. Be calm, focussed and able to cope with work under pressure.
12. Have a working knowledge of all cleaning skills, procedures and equipment.
13. Operate mechanical and electrical machinery safely and effectively.
14. Interpretation and understanding of Menu cards / Menu system / procedures.
15. Customer care training.
16. To carry out their work effectively and safely.
17. Assist in carrying out specific cooking tasks gained through extensive experience or training through supervision.

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#### ESSENTIAL ADDITIONAL INFORMATION

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| 8. SYSTEMS AND EQUIPMENT Record all appropriate personally generated information as detailed in the local HACCP plan, e.g. refrigerated unit temperature checks, cooked / hot food temperature checks, waste monitoring, etc. reporting any issues / discrepancies to the supervisor/manager.**Responsibility for Records Management** All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management policy and with any guidance produced by NHS Tayside specific to your employment. |
| 9. PHYSICAL DEMANDS OF THE JOB Physical DemandsThe job is physically demanding, requiring the post holder on a **daily basis** to regularly* Move and handle light and heavy equipment / trolleys on a regular basis throughout the shift, with the necessity to dismantle, clean, assemble and operate bulky kitchen equipment.
* Stock store cupboards with supplies. This involves receiving goods e.g. foodstuffs, disposable / consumables etc. and storing them in appropriate storage areas, in a safe manner.
* Perform repetitive tasks that require co-ordination and dexterity.
* Stand / walk for long periods throughout the shift when cleaning or preparing and serving food items.
* Apply frequent intense physical effort, i.e. manual pot washing, scrubbing etc.
* Lift and transport moderately heavy containers of hot food items.

Mental Demands* The post requires frequent concentration and attention to detail throughout the shift period.
* Completion of HACCP records correctly and timeously, recording and understanding temperatures as required.
* Constant phone calls that can lead to having to change job at short notice. Example: new patient needing meal prepared.
* Last minute ordered function that is not in the diary needing prepared.
* Operation of cash register and cash handling procedures where appropriate to the post.
* Reading / understanding menu cards and menu system including therapeutic diets and special requirements and transferring information to the Catering Information system.
* The use of sharp knives and slicing machines, ovens hot, stoves etc.
* High level concentration when operating catering equipment, food preparation, meal requests and using cleaning products.

Emotional Demands* The post holder may occasionally be required to deal with complaints from staff, patients and visitors.
* The post holder may occasionally be exposed to distressed relatives/visitors, aggressive paitents/visitors under the influence of alcohol or drugs.

 Environmental Demands* This post involves frequently working in unpleasant conditions.
* Work in restricted and confined spaces such as plate wash-up and food service areas.
* Exposure to extremes of temperatures noises and smell. Hot and humid pantry.
* Occasional exposure to cleaning chemicals.
* Awareness of slipping hazard because of nature of floor and condensation
* Occasional exposure to clinical items being returned to the department by error ie sputum cups, bloodied swabs etc
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| 10. DECISIONS AND JUDGEMENTS Staff are expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work. On unsupervised shifts the post-holder will follow a work schedule, but has the flexibility to plan their own work and may be required to make decisions regarding:* Utilisation of food to ensure minimal wastage.
* Issues regarding the delivery / return of food trolleys.
* Preparation and service of food and beverages to patients, staff and visitors as well as hospitality requests.
* Dealing with customer complaints in the first instance.
* Faulty equipment and reporting breakdowns.

 Follow work schedules and normally a supervisor is on hand for advice or guidance but the post-holder has the flexibility to plan and prioritise own work  Standard operating procedures within the area are clearly defined but the post-holder is expected to use their initiative when dealing with routine and non routine matters. |
| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOBThe job involves strict timescales for production and service. The post holder may be expected to adapt when faced with unpredictable and ever-changing situations where work plans have been modified, e.g. equipment problems, supplier difficulties etc. The post holder is required to manage their workload in an unpredictable environment, where there are competing demands and a need to achieve and maintain consistent high standards of food hygiene, food service and cleanliness with limited resources. |
| 12. JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each potholder to whom the job description applies. |