

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Catering Assistant (Band 2)
Responsible to: Supervisor
Department(s): Catering Department
Operating Division: NHS Lothian
Job Reference: 224626

2. JOB PURPOSE

To ensure the organisation provides Patients, Staff and Visitors with a high quality person centred and safe catering service. Assisting with the preparation of food stuffs and contributing to the operation and cleanliness of kitchens, dining rooms and all associated equipment whilst supporting the production, portioning, distribution and service of the meals and snacks.

3. DIMENSIONS

The Catering Assistant duties are defined by the cleaning specification and the allocated work schedule. Typically the duties of a catering assistant will involve activities within one or more areas that can be completed within the timescale of the allocated shift pattern. The Catering service is provided as part of the wider Estates & Facilities Directorate.

The Catering Assistant works as part of a multi disciplinary team, delivering a high standard of catering services to Patients, Staff and Visitors and the Catering service is provided as part of the wider Estates & Facilities Directorate

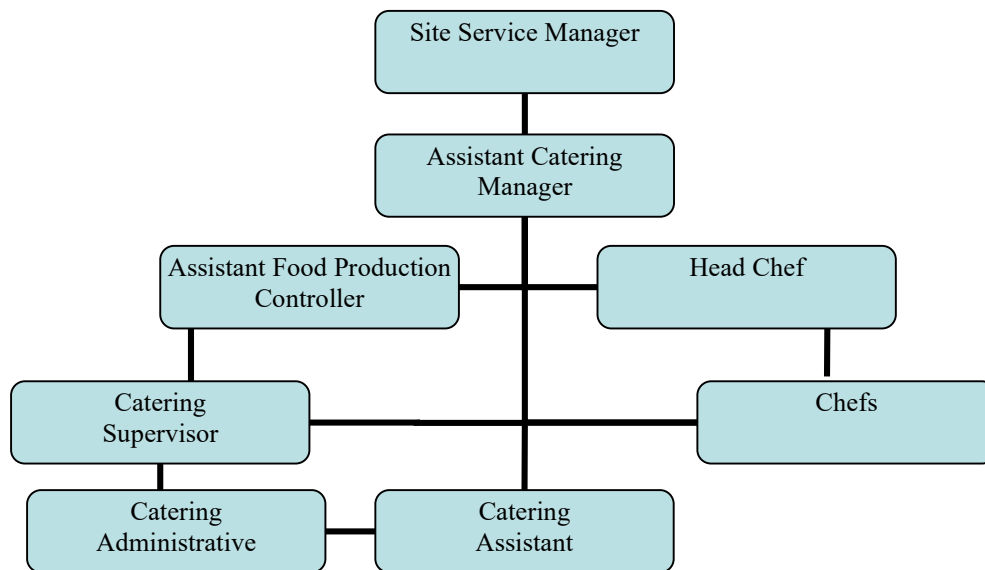
The Postholder must be flexible, adaptable and work to support other staff in the NHS Lothian

(enter no) Patient Numbers
(enter no) Staff meals and
(enter no) Weekly hospitality events.

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

4. ORGANISATIONAL POSITION

The post will report to the Catering Supervisor but how it fits into the overall structure will be different in different areas of NHS Lothian



5. ROLE OF DEPARTMENT

The provision of high quality Fresh cook catering services to the patients, visitors & staff of NHS Lothian and other external client areas, which meets all defined legislative, nutritional, cultural and quality standards.

6. KEY RESULT AREAS

The following key result areas are examples of catering duties the post holder will be required to undertake as part of the role. Duties may vary depending on the location and the needs of the service

1. To participate in the delivery of a high quality, professional service patients, staff & visitors
2. Clean crockery, cutlery, utensils, containers and small scale equipment manually and through machine washers.
3. Clean floors, work surfaces, furnishings and related equipment manually and by use of machine.
4. Prepare and present sandwiches for service to patients, staff & visitors
5. Assist Chef's with basic food preparation and cooking.
6. Prepare and deliver ward stores and supplies to wards and departments.
7. Clean and prepare ward food trolleys for meal service.
8. Deliver food service trolley to wards if required.
9. Comply with food hygiene regulations with regard to food service equipment cleaning and departmental cleanliness including dismantling and assembly of equipment for cleaning purposes.
10. Comply with Hazard Analysis Critical Control Points, ensuring all relevant paper work is completed
11. Ensure compliance with NHS Lothian policies and procedures including, Health and Safety regulations, manual handling, risk assessment, fire safety and Healthcare Associated Infection at all times to ensure own safety and that of others, to prevent the spread of infection.

12. Notify supervisor or other relevant staff of faulty equipment, building/equipment repairs, maintenance requirements, and requests for personal protective equipment/light equipment. Responsible for ensuring building security measures are undertaken for example locking doors, securing windows when these have been left unsecured.
13. To demonstrate duties and procedures to relief staff when they are covering duties.
14. Operate cash register at point of service.
15. Store goods correctly and use stock on a rotational basis.
16. Participate with Department in Performance and Development Reviews
17. Maintain confidentiality at all times.
18. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

Experience and training in the use of cleaning, service, dishwashing equipment and chemicals will be necessary to carry out the job.

The following are examples of equipment which will be used when undertaking the role.

- Floor Cleaning Machines
- Cash Register
- Slicing Machines
- Vegetable preparation machine
- Knives
- Dish Washer
- Food Mixer
- Cookers and Ovens
- Deep Fat Fryer
- Food Service/Regeneration Trolley

A knowledge of the safe dismantling and assembly of this equipment for cleaning purposes will also be required

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

Follow SOPs relating to ISO & HACCP to ensure that the department is run in an efficient and safe manner.

- Completion of Stores Request forms
- Completion of own timesheet / holiday sheets / sickness notes.
- Reporting of faulty equipment to the Catering Team Leader or Estates department.
- Completion of paperwork relevant to post
- Completion of staff surveys
- Participating in relevant audits

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

Catering assistant duties will be allocated and reviewed on a day to day basis by the supervisor.

The Supervisor/Manager will review performance against key indicators on a regular basis.

While the post holder will normally work predominantly in a specific location, they may be asked to work to support Catering services in other areas of the service

9. DECISIONS AND JUDGEMENTS

Whilst the work of the Catering Assistant is largely controlled by the Supervisors/Manager they will be required to exercise judgement to determine when an item or area meets the specified standard e.g. sandwiches should quality, date or temp be an issue or to deal with a customer complaint in the first instance and take appropriate action in the absence of a supervisor.

The Post holder is 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.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Ensuring that a demanding and varied workload is carried out to the required standard within the time available as well as carrying out the tasks in an operational environment.

Dealing with customer expectations, including staff, patients and visitors and short notice requests to accommodate patient requests.

Lack of communication of essential information which effects the completion of duties e.g. requests for dietary requirements.

Performing role in a clinical environment which requires postholder to accommodate patients' needs and clinical service provision.

11. COMMUNICATIONS AND RELATIONSHIPS

The Catering Assistant will communicate on a constant basis with:

Internal: Colleagues on shift, ward staff, transport and portering.

Coaching new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager.

External Delivery drivers, members of the public/visitors

The post holder will have good communication & customer care skills either on the telephone or in face to face discussion

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills

A measure of dexterity and adherence to Manual Handling and other Health and Safety guidelines

Loading food / stock

Basic food preparation skills

Physical Demands

Standing for long periods of time
 Lifting stocks / supplies
 Movement of waste to disposal area
 Movement of meal trolleys

Mental Demands

Concentration required when performing duties, including operation of cash register and handling cash, ensuring work performance meets defined standards.

Working Conditions

Noisy environment
 Humidity from dishwashers
 Heat from stoves and ovens

13. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED TO DO THE JOB

Minimum required to undertake the role:

Good communication and interpersonal skills
 Good customer care skills
 Basic literacy and numeracy

Knowledge gained on corporate and local induction, completion of internal training programme within 6 weeks, to include:

- Successful completion of the Healthcare support workers workbook
- Training for cash handling
- Manual Handling and Fire Awareness.
- Attainment of Basic REHIS Elementary Food Hygiene Certificate within 6 months of taking up post (one day course)
- Working knowledge of procedures and equipment relevant to post
- Operating mechanical and electrical machinery safely and effectively
- Knowledge of Health & Safety Policies and work procedures
- Knowledge of Infection Control Policy, Guidelines and Procedures
- Good Customer Care Skills

The postholder will be expected to complete the Catering Workbook over a 9 month period with support provided by Supervisors / Manager.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date: