

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Catering Assistant (Band 2)

Responsible to: Supervisor

Department(s): Catering Services

Directorate: Facilities

Operating Division: NHS Lothian

Job Reference: L-FAC-SUP-CA

No of Job Holders: 34

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 menu, 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 Patient Numbers 160-180

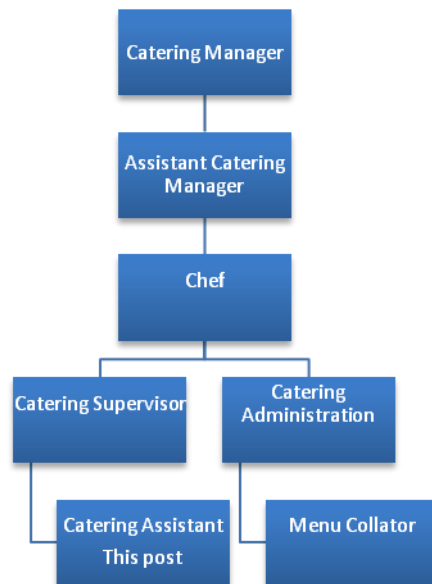
Retail service provisions which include café, restaurant and vending services

Weekly hospitality events 5

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 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 to include regeneration of patients meals.
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 and serve meals to patients if required.
9. Comply with food hygiene regulations with regard to the storage and handling of all foodstuffs, food service equipment cleaning and departmental cleanliness including dismantling and assembly of equipment for cleaning purposes, personal hygiene and the correct use of PPE.
10. Comply with the procedures at all 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 and all identified training
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.
19. To support the catering, retail and vending services

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
- Coffee machines
- Contact grills
- Food service counters and bainmaries

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 food preparation and regeneration, ISO & HACCP to ensure that the department is run in an efficient and safe manner and high standards of quality are maintained.

- 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/ Assistant catering manager will review performance against key indicators on a regular basis.

While the post holder will normally work predominantly in the catering / retail services however, they may also be asked to work to support Catering services in other areas of the service or other locations.

9. DECISIONS AND JUDGEMENTS

Whilst the work of the Catering Assistant is largely controlled by the Supervisors/Assistant catering manager they will be required to exercise judgement to determine when an item or area meets the specified standard e.g. that food produced exceeds all quality and safety requirements, or in the case of chilled ready to eat products if quality, date or temperature 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

Making sure that all meals are produced to the exact quality and safety standards as defined by the department's standard operating procedures.

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. COMUNICATIONS 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/Assistant catering 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 regenerating meals, operation of cash register and handling cash, ensuring work performance meets defined standards

Working Conditions

Noisy environment

Humidity from dishwashers

Heat from stoves, ovens and trolleys

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

Plus:

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 post holder 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: