NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | Chef – NHS Tayside Band 3 |
| Department(s)/Location | Catering Services, Royal Victoria, Dundee |
| Number of job holders | 5 |
| JOB PURPOSE To prepare, cook and serve a wide range of dishes, staff, visitors and functions. To deliver the highest standard of Catering Service within the Hospitals to patients, staff and visitors whilst maintaining a clean, safe working environment. | | |
| ORGANISATIONAL POSITION Head of Catering  Catering Services Manager Chefs   NHS Tayside Patient Catering Manager  Head Chef | | |
| SCOPE AND RANGE NHS Tayside serves a population of approximately 387,000 covering regions including Tayside, Perth and Kinross, Angus and North Fife. The Chef 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. The Hospital Catering Service provides a multi choice meal service to approximately 3,000 patients per day via a bulk and trayed system and a Restaurant service to approximately 3,500 customers per day, and commercial outlets serving 1,000 customers per day.  Function catering is also provided daily as required throughout NHS Tayside and to University of Dundee sites. | | |

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| MAIN DUTIES/RESPONSIBILITIES **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.   * Ensure that agreed standards of food hygiene, service and cleanliness are met and maintained in all areas through stringent monitoring and recording. * Maintain accurate and appropriate records in line with organisational and departmental requirements * Report and record equipment faults or hazards to Head / Asst Head Cooks, Managers, Estates Dept. * Assist in the induction, on the job and refresher training of cooks to use appropriate methods and systems on a daily basis. * Preparation, cooking and service of a wide range of dishes, for patients, staff, visitors and functions. * Ensuring standard recipes are followed to meet the food, fluid and nutritional guidelines. * Monitor food being served to patients, customers and functions for quality, quantity and presentation and that it meets orders / requests. * Ensure and maintain compliance with NHS Tayside Policies / Procedures (e.g.) Hazard Analysis and Critical Control Points (HACCP), Control Of Substances Hazardous to Health (COSHH), Health and Safety, Moving and Handling * Ensure safety requirements are met by the appropriate use of materials and protective clothing to efficiently and safely complete their duties. * Checking, receipting, safe storage and allocation of supplies and consumables in the most economical way. * Work together with Department in Performance and Development Reviews. * 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. * Undertake personal development and/or refresher training as necessary to maintain up-to-date skills knowledge base. * Maintain through example, high standards of personal and general food hygiene and cleanliness within the kitchen and associated areas. * Liaise with all departments, agencies and the public to ensure smooth, efficient services and to promote a good service image. * Maintain confidentiality. * Demonstrate courteous behaviour. |
| COMMUNICATIONS AND RELATIONSHIPS Regular communication exists between the post holder and Head / Asst Head Cooks, Supervisors, colleagues, catering assistants, departmental staff, staff representatives (in partnership), patients, visitors and other staff within the NHS establishments via verbal, written or electronic means.  Communications between the postholder and patients and/or visitors, may also include those persons with educational or mental health issues.  Regular communication exists between the post holder and delivery drivers / suppliers via verbal, written or electronic means.  To respect and support people’s equality and diversity. |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB Knowledge of work procedures, practices and equipment for a catering service, including advanced food hygiene processes through experience or professional educational qualification to City and Guilds 706/1, SVQ/NVQ Level 3 standard.  Post holder is required to   * Have the ability to work as part of a team or on own initiative. * Have the ability to follow and convey instructions. * Possess effective communication skills, including non-verbal communication skills. * Ability to respond constructively to unpredictable situations. * Be calm, focused and able to cope with work under pressure.   Post holder shall receive training in the following areas to enable them to carry out specified duties:   * REHIS Elementary Food Hygiene Certificate * Maintain a “Clean As You Go” system. * Have a working knowledge of all departmental cooking practices, procedures and equipment * Operate mechanical and electrical machinery safely and effectively * Have a knowledge of Health & Safety Policies and work procedures including COSHH, HACCP and Manual Handling * Have a knowledge of Catering Department Food Safety and Food and Nutrition Policy. * Interpretation and understanding of Menu cards / Menu system. * Customer care   Following departmental training, the post holder is required to:   * Have a working knowledge of all standard recipes. * Have a knowledge of Health & Safety Policies and work procedures. * To carry out work effectively and safely. |

### ESSENTIAL ADDITIONAL INFORMATION

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| SYSTEMS AND EQUIPMENT **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.  Examples of equipment, machinery and processes that will / may be used within the department on a daily basis are indicated below. Regular monitoring is carried out by Head Chefs and Managers.  Equipment and protective clothing is provided for use.   * Loading trays, food items, crockery, cutlery etc. onto moving conveyer belt * Loading/Maneuvering patient food service trolleys * Food Preparation / Kitchen Knives * Bain Maries, (wet, dry, hot and chilled) * Beverage dispensers * Cash Registers, where appropriate * Mechanical Dishwasher / Potwasher – main kitchen /wards wash-up area * Ovens – Conventional, Combination, Regeneration, Baked Potato and Microwave * Bulk boilers / Tilting kettles / Bratt pans / Deep Fat Fryer * Steaming ovens / High pressure steamers * Food mixing machines / Food blenders / Food Slicing /Vegetable preparation machines * Refrigerators / Freezers / Chillers / Blast chill units * Temperature probes / gauges * Vending Machines, where appropriate * Waste Disposal Unit * Floor Scrubber/Drier / Vacuum Cleaner / Wet Pick-up Machine / High pressure hose /steam cleaner * Bagnal Tugs for delivery of patient meal trolleys where appropriate * IT Equipment |
| PHYSICAL DEMANDS OF THE JOB Physical Demands  The job is physically demanding, requiring the post holder on a **daily basis** to frequently   * 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. * Perform repetitive tasks that require co-ordination and dexterity, including the use of knives. * Stand / walk for long periods throughout the shift when cleaning or preparing and serving food items. * Stocking store cupboards. This involves receiving and checking goods e.g. foodstuffs, disposable / consumables etc. and storing them in appropriate storage areas, in a safe manner. * Apply frequent intense physical effort, i.e. manual pot washing, scrubbing etc. * Lift and transport, moderately heavy containers of hot food items * Apply intense physical effort whilst preparing/producing bulk/large quantities of food, i.e. sauces, stews, soups etc.   Mental Demands  The post requires concentration, attention and awareness throughout the shift period often coping with frequent interruptions.   * Completion of HACCP records correctly and timeously, recording and understanding temperatures as required. * Operation of cash register and cash handling / security procedures where appropriate * Reading / understanding standard recipes, menu cards and menu system.   Emotional Demands  The postholder may occasionally be required to deal with complaints from staff, patients and visitors.  Environmental Demands  This post involves frequently working in unpleasant conditions.   * Work in restricted and confined spaces such as kitchens and food service areas. * Exposure to extremes of temperatures, noise and smell. * Occasional exposure to cleaning chemicals. |
| DECISIONS AND JUDGEMENTS  * Responsible for appropriate and cost effective use of resources. * Communicate with wards and departments as necessary. * Work to policies and procedures appropriately, seeking guidance if required. * Continually assess priorities and re-schedule work and staff accordingly. |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB The 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 workplans 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. |
| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies. |