

**1. JOB IDENTIFICATION.**

**Job title:- Food Service Assistant**

**Department(s) :- Catering**

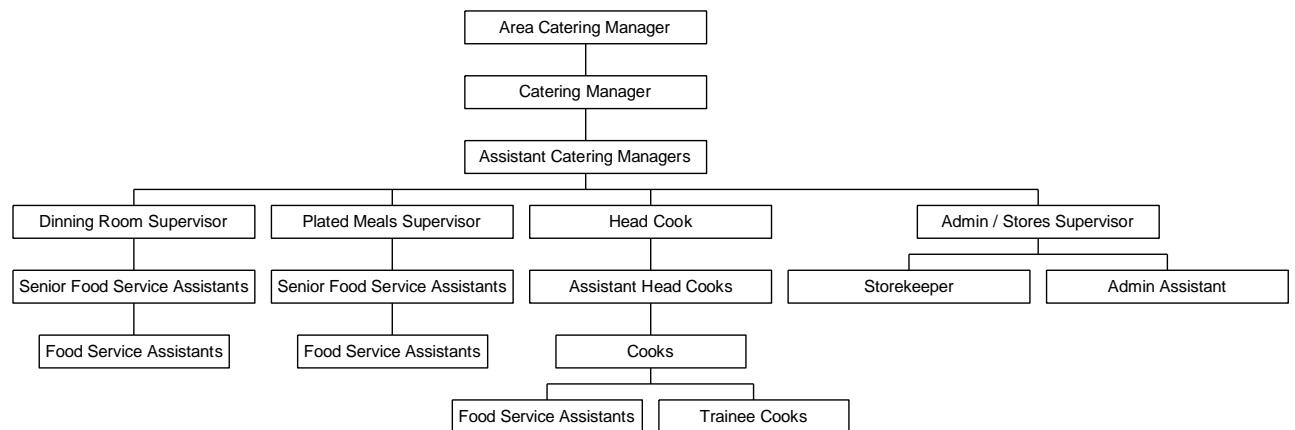
**Job holder reference:CAT10**

**No of job Holders:-**

**2. JOB PURPOSE**

To work as part of the Catering Production & Services Team, assisting in all aspects of food preparation, delivery, service, wash-up cleaning duties relating to the provision of catering services to Patients, Staff, Visitors and for functions both internal and external.

**3. ORGANISATIONAL POSITION**



**4. SCOPE AND RANGE**

The postholder is required to work as part of a team to deliver a quality service with supervisor close by, whilst adhering to Standard Operating Procedures and policies. Food Services Assistants will work closely between the Kitchen, Dining Room/ wards.

- Provision of patient meals, covering breakfast, lunch and supper meal service, based on all food production methods.
- Provision of service to staff/visitors within dining room.
- Provision of all food service to external service users.
- Provision of food service to meet service demands and needs
- Basic food preparation supporting catering production team This involves tasks such as using specialist catering equipment e.g.
  - Meat Slicing Machine
  - Barista coffee machine
  - Deep Fat Fryers
  - Ovens
  - Turbo Steamers
  - Food Processing Machines
- General support with a range of cleaning, meal preparation, meal service and meal distribution.
- Checking in of deliveries as accurate, correct storage of deliveries ensuring audit and food legislation compliance.

The postholder is required to be flexible and be able to work in any of the production or service areas within NHS Dumfries & Galloway.

The department operates between 6.30am to 9.00pm, although specific times vary between sites and staff work various shifts within these hours.

## **5. MAIN DUTIES/RESPONSIBILITIES**

Main duties are categorised under the following headings

### Food Safety Assurance:-

- Comply with Food Hygiene Policy, incorporating Hazard Analysis Critical Control Points (HACCP) and Code of Practice
- Cleaning and wash-up of all equipment, machinery, crockery and cutlery
- Record keeping associated with Food Safety Assurance System, including HACCP e.g temperature control, receipt and storage of supplies, /daily cleaning schedules
- Assist food production staff with the basic preparation of meals.
- Store goods correctly and use stock on rotational basis
- Comply with Food Hygiene Regulations requirements
- Comply with Allergen Regulations requirements

Patient service :

- Plating of meals for distribution to wards for patients
- Direct service of food to patients, ensuring meets any special dietary requirements
- Loading and conveyance of Food Trolleys to Wards/Departments
- Support the overall delivery of patient meals to ward level
- Analysis of patient menu print outs
- Accuracy of Patients' Menu, particularly special diets – therapeutic/modified texture diets, etc.
- Communicate with patients to assist with menu choice and adapt to new electronic systems of menu collation

Dining Room/retail units/external income

- Operate cash register at point of service and cash handling
- Setting up, serving, cleaning and clearing of the dining room/ retail areas for service

General

- Comply with Health & Safety regulations, including manual handling /risk assessment / fire safety training
- Accurate recording of Sign in/out procedures
- Complete all training requirements e.g. Healthcare Support Workers Booklet / Mandatory & Statutory training e.g Corporate Learn pro modules, job specific requirements
- Maintain security at all times
- Report faulty equipment to line supervisor
- Provide guidance and support to new members of staff relating to work practices

## **6. SYSTEMS AND EQUIPMENT**

The post holder will be required to have a working knowledge of the following systems:

- Menu System
- HACCP System
- Cash Handling procedures
- Stores Requisition system
- Use of Computer
- The Food Services Assistant will be required to dismantle, clean, re-assemble and safe use a wide range of Catering Equipment.

## **7. DECISIONS AND JUDGEMENTS**

The post holder will

- Work within the parameters of production/service related procedures, guidance and local & national policies and standards.
- Be expected to make judgements relating to the most efficient use of food/equipment following appropriate training of correct use.
- Not make decisions which comprises food safety, alter standard recipies
- Identify areas where service delivery could be improved, assessing impact.
- Support job training of new employees.
- Use own initiative in making decisions to ensure food service is customer focused
- Attention to detail is required to ensure high standards are met.

## **8. COMMUNICATIONS AND RELATIONSHIPS**

Food Services Assistants will be required to develop and maintain effective communication

links and working relationships with the following individuals or groups:-

- Catering Production & Services Colleagues, Supervisors and Management
- All NHS Staff
- External Contractors
- Customers/ members of public.

Food Services assistants can be first point of contact for visitors to the hospital due to presence in public areas. Sensitivity and diplomacy are required for dealing with patients, distressed relatives and visitors, particular if aggressive / violent / behavioural problems

## **9. PHYSICAL DEMANDS OF THE JOB**

The physical requirements of the job can be quite demanding and staff will spend most Of their time standing or walking and manual handling of goods will be required. Staff will be exposed to wide variations in temperature and underfoot conditions. Staff are required to concentrate for long periods of time whilst serving patient meals and require good co-ordination, dexterity and attention to detail.

**10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Working within a strict time scale.
- Ensuring that the standard of catering provided meets the expectations of patients/customers.
- Understanding patient menu cards system and special dietary requirements
- patient menu card reports / Standard recipes / production planning / portion control
- Occasional contact with very ill patients / distressed visitors
- Occasional exposure with physical violent abusive customers
- Occasional exposure to customers with challenging behaviour

**11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

The postholder will have

- To be available to complete Corporate induction training programme and thereafter the department induction and on-the-job training.
- Good communication and customer care/service skills
- Numerate and Literate
- Desirable to have experience of working in a large scale catering environment, preferably NHS
- Basic computer/keyboard skills
- Ability to work in a hygienic setting regarding all aspects of food handling
- Ability to work under pressure, be flexible and adaptable

The postholder is required to be proficient in and have knowledge of or undertake training in

- Elementary Food Hygiene Certificate (6 hrs + exam)
  - Food Hygiene Regulations (2006) and Food Safety Assurance system
  - Safe Systems of Work /work schedules and operation of Catering Equipment
  - Health and Safety Policies / regulations
  - Infection Control practices
  - Cash Handling
  - Healthcare Support Workers Workbook
  - Complete and maintain Corporate Mandatory & Statutory Training requirements
  - Waste management requirements and Regulations
  - Allergen Regulations requirements
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|--------------------------------------|--------------|
| <b>12. JOB DESCRIPTION AGREEMENT</b> |              |
| <b>Job Holder's Signature:</b>       | <b>Date:</b> |
| <b>Head of Department Signature:</b> | <b>Date:</b> |



**NHS DUMFRIES AND GALLOWAY**

**PERSON SPECIFICATION – Food Services Assistant**

| ESSENTIAL   | DESIRABLE   |
|---|---|
| <p><b>QUALIFICATIONS</b></p> <p>National Level 4/5 or Equivalent in English and Mathematics</p>   | <ul style="list-style-type: none"> <li>• Elementary Food Hygiene Certificate</li> </ul>   |
| <p><b>SKILLS</b></p> <ul style="list-style-type: none"> <li>• Ability to work well as part of a team</li> <li>• Ability to work under pressure</li> <li>• Ability to follow procedures</li> <li>• Attention to detail</li> <li>• Basic IT skills</li> <li>• Effective Communication skills</li> </ul> |   |
| <p><b>EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Experience of working within a food services environment</li> </ul>   | <ul style="list-style-type: none"> <li>• Experience of working in an organisation catering for large numbers</li> <li>• Experience in Food Preparation</li> </ul> |
| <p><b>KNOWLEDGE</b></p> <ul style="list-style-type: none"> <li>• Basic knowledge of Food Hygiene</li> </ul>   | <p>Basic knowledge of Health and Safety</p>   |
| <p><b>PERSONAL CHARACTERISTICS</b></p> <ul style="list-style-type: none"> <li>• High Standard of Personal Hygiene</li> <li>• Flexible</li> <li>• Good Timekeeper</li> <li>• Positive Attitude</li> <li>• Effective Communication skills</li> </ul>  |   |