##### JOB DESCRIPTION

#### JOB TITLE: Catering Assistant

**RESPONSIBLE TO: Catering Manager / Head Chef**

**ACCOUNTABLE TO: Catering Manager / Head Chef**

## **JOB SUMMARY**

To provide an efficient, high quality dedicated food and beverage service. The postholder must operate in line with clearly defined standards and in compliance with policies and procedures.

### Principal Duties and Responsibilities

**WARD**

* To be involved in all aspects of food and beverage service to patients at all times whilst on duty.

* Be able to understand and interpret menu content.
* To serve meals to inpatients and be involved in MUST audit process by completion of a nutritional intake sheet for each and every meal provided.
* To inform staff of any patient who has refused or not eaten much of their meal for onward management.
* To act on any patient dietary requests for additional/alternative food or beverages requirements reporting any difficulty to the Head or second Chef for onward management.
* To report any patient dissatisfaction regarding catering service to the Head or Second Chef for onward management.

**KITCHEN**

* Undertake the preparation for the service of serving breakfasts, lunches, and dinners.
* Operate the dishwashing machine to process patient’s crockery and cutlery.
* Assist with maintaining the main kitchen area to a clean and hygienic standard.
* To maintain the colour coded procedures for compliance with infection control requirements.

**CAFE**

* Undertake simple food preparation, e.g. various salads, sandwiches, baguettes, garnishes etc.
* Maintain the patient beverage points ensuring that they are clean and meet hygiene standards at all times.
* To assist in the smooth operation of the cafe including preparing light meals, beverages and cash handling.
* To ensure cafe seating area is kept clean and tidy at all times.
* To ensure that the condiment area and vending machines are kept well stocked and clean at all times.

**GENERAL**

* Comply with all current food hygiene legislation.
* Maintain food temperature control records in accordance with specified requirements.
* Maintain routine food and beverage temperature records as requested by the Head Chef
* Report any defects or faults with equipment to the Head Chef or Second chef.
* To provide refreshments for staff meetings and visitors as required.
* To replenish staff rest area on a daily basis with agreed stock level.
* Comply with the Company Appraisal system and attend an appraisal in line with company policy

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* Ensure updated mandatory training requirements are met.
* Assist in the orientation and support of new staff to the unit.

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**Health and Safety**

As an employee of Practice Plus Group, the postholder has a duty under the Health and Safety at Work Act 1974 to:

Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.

Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The postholder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

This list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understood this Job Description

Name of Postholder …………………………………..

Signature …………………………………...

Date …………………………………...

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|  | ESSENTIAL | DESIRABLE |
| Qualifications | * Previous customer service experience | Basic Food Hygiene certificate or willingness to work towards |
| Experience | * Experience of working within a team * Experience of providing a customer focussed service | Experience gained in a healthcare environment  Experience of working in a kitchen |
| **Skills and Knowledge** | * Ability to communicate on the telephone * Good communication skills * Able to carry out instructions accurately. | A knowledge of health and safety and food hygiene regulations or willingness to work towards |
| Other Factors | * Flexible attitude to working arrangements * Committed to customer care and first class service provision * Ability to work in a multi-disciplinary team * Adaptable, friendly, polite, courteous and caring * Mentally and physically fit to undertake the role |  |

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| Person Specification – Catering Assistant |

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| **HAZARDS:** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical Contact with patients |  | Performing Exposure Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty environment |  | VDU Use |  |
| Radiation |  | Challenging Behaviour |  | Manual Handling | X |
| Solvents | X | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling | X | Working in Isolation |  |
| Heat | X | Standing | X |  |  |