

JOB DESCRIPTION: CATERING ASSISTANT
REPORTS TO: HEAD CHEF/COOK
ACCOUNTABLE TO: HOSPITALITY MANAGER
BASED AT: ST ELIZABETH HOSPICE



JOB SUMMARY

To assist the Head Chef and Cooks in the preparation of food to the highest standards of hygiene and quality and to ensure the highest standards of cleanliness and hygiene in the kitchen and dining areas.

PERSONAL RESPONSIBILITIES

- To assist with the preparation and serving of food.
- To liaise with in-patients and the Community on a daily basis to get their menu choice advising as necessary on special requirements and dietary needs, and nutrition.
- To provide front-of-house service including to take payment for meals from staff and visitors.
- Responsible for the preparation and cooking of some meals such as breakfasts, jacket potatoes, paninis, sandwiches, pastas, omelettes, soups and desserts.
- To provide a front of house service for colleagues and visitors during the dining room open hours.
- Ensure vending machines are replenished as required.
- To ensure that the coffee machines are kept fully stocked.
- As far as possible to respond immediately to patient food requests.
- To operate various machines and equipment in relation to the preparation of food and cleaning of the kitchen and dining areas.
- To clean the catering areas, food trolleys and dining area daily.
- To remove rubbish etc regularly from the kitchen areas.
- To wash up crockery, cutlery, pans etc as necessary, either with dishwasher or manually.
- Participate in regular stock takes
- Manage deliveries into the kitchen, ensure kitchen is kept clear and safe at all times.
- To assist with the serving of meals to patients, staff and visitors.
- To carry out more in-depth cleaning of kitchen areas as scheduled.
- To assist in ensuring waste within the catering department is kept to a minimum.
- Preparation of foods for the Hospice Cafés as directed by Cook or Head Chef.
- To prepare the hot trolley for service of patient meals as required.
- To undertake training as required.
- To cover other Catering Assistant shifts in the event of annual leave and sickness absence.
- To hand over all relevant information to other members of the catering team.
- Maintain a safe working environment through observation and implementation of Health and Safety and Environmental Health Regulations in order to meet statutory and departmental requirements
- To recognise indications of staff stress and to facilitate staff support.
- To participate in the induction of all new staff and volunteers as required.

- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate.
- To work in other areas of the Hospice as required.

EDUCATIONAL RESPONSIBILITIES

- To participate in the Hospice education programme.
- To give feedback from attended education programmes/study days.

PERSONAL DEVELOPMENT

- To devise with the Chef a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

ORGANISATIONAL RESPONSIBILITIES

- To work at all times within the policies of the Hospice and act within Care Standards at all times.
- To uphold the hospice and individual team values at all times.
- To ensure effective use of resources.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

Because of the nature of the Hospice and its work, the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE HOSPITALITY MANAGER IN CONJUNCTION WITH THE POSTHOLDER.



**PERSON SPECIFICATION
CATERING ASSISTANT**

Requirement	Essential/Desirable
<p>Qualifications & Training</p> <ul style="list-style-type: none"> • Basic Food Hygiene certificate • Health & Safety certificate • First Aid certificate 	<p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
<p>Knowledge & Experience</p> <ul style="list-style-type: none"> • Previous catering experience • Experience in healthcare environment 	<p>Desirable</p> <p>Desirable</p>
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Ability to communicate well with people on routine and operational matters • At ease serving and communicating with palliative care patients • Calm and patient nature with the ability to offer a caring service of the highest standard to our patients • “Customer focus” - need for high standards of service to patients, staff and visitors • Excellent inter-personal skills • Team player - co-operative, friendly attitude • Flexible/positive work ethic • Flexible approach to working hours 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>