

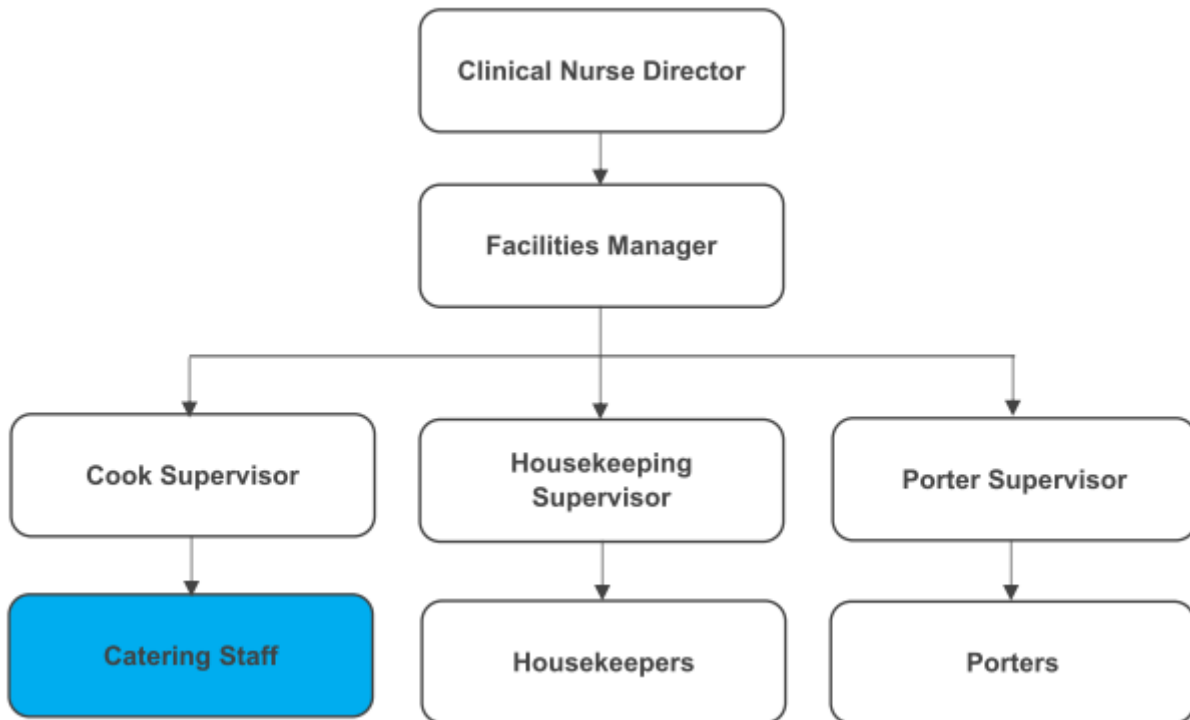


Bolton Hospice
caring from the heart

JOB DESCRIPTION

Job Title:	Catering Assistant
Department:	Facilities – Catering
Post Holder:	TBC
Grade:	Ancillary 1
Reports to:	Facilities Manager

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	To work unsupervised, in line with hygiene regulations, to ensure that post and crockery are cleaned correctly. To have a responsible attitude towards the duties required. To have an understanding attitude to patients and their relatives, visitors and volunteers in the hospice setting.
Key Working Relationships:	Facilities Manager Catering Supervisor and other catering staff IPU Ward Manager and IPU staff

Role Responsibilities:

Key Duties

- Ensure all cutlery, crockery, flatware and equipment is cleaned to appropriate standards, either by hand or through use of the dishwasher, and record as instructed.
- Ensure the required standards of cleanliness and hygiene are maintained at all times within the department.
- Store away all equipment and ensure that the kitchen is left clean and tidy at the end of each shift.
- Maintain records as instructed by the Catering Supervisor and/or Facilities Manager.
- Report any equipment faults in line with local procedures.

Health and Safety

- Report any hazards you see to the appropriate person within the department.
- Use Personal Protective Equipment (PPE), in line with Bolton Hospice Waste Management policy and procedure.
- Dispose of any kitchen waste in line with Bolton Hospice Waste Management policy and procedure.
- Ensure you move and handle all equipment in the correct way, following your moving and handling training to avoid injury to yourself and others and prevent damage to equipment.
- Report any unmet training need in terms of equipment or processes to your line manager.

Customer Care

- Always be polite and friendly to patients, visitors, staff and volunteers in all areas and maintain the strictest of confidence in all you see and hear throughout your working day. It is necessary to recognise that patients and carers sometimes behave differently when under stress and employees should endeavour to remain patient and understanding at all times. It is acknowledged that a degree of social interaction is an essential aspect of domestic duties; however, such interaction should not be undertaken at the expense of the service.

General Responsibilities:

Health and Safety

All employees have a duty to report accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH, fire safety and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Safeguarding At Risk People (Children and Adults)

All employees have a responsibility to protect and safeguard at risk people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



This job description is an outline of the main responsibilities. The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated.

They are subject to modification in the light of changing service demands and the development requirements of the post holder. Therefore it will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Catering Assistant Grade 1
Department:	Facilities – Catering
Grade:	Ancillary 1

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Basic food hygiene certificate	Level 2 Food Safety certificate (or be willing to gain this qualification on appointment)	Application Form Certification
EXPERIENCE	Experience of working under appropriate supervision as part of a team	Customer Care	Application Form Interview
SKILLS	Good interpersonal skills Able to use own initiative within the confines of the role Able to prioritise own workload and work well under pressure Able to work within set guidelines, policies and procedures	Flexible working to duties and working hours/pattern	Application Form Interview
OTHER	Positive approach to work Punctual, reliable and flexible A commitment to the vision and values of Bolton Hospice	Wear uniform provided, ensuring it is clean and tidy and observing good hygiene standards at all times.	Application Form Interview