

St Cuthbert's Hospice



*Making every day count since 1988*

# Application Information Pack



**Bank Catering Coordinator REF: CO0124**

**Closing Date 28.01.24 | Interview Date TBD**

If you have not heard from us by 30.01.24, please assume you have not been shortlisted.

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Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of **Bank Catering Coordinator**.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advice. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count. We are highly regarded for our quality of care and were the first Adult Hospice in the UK to be graded 'outstanding' by Care Quality Commission (CQC).

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 8 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

**Paul Marriott**  
Chief Executive.

# About Us

## • Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

## • What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

## • Our Mission

To make every day count for those affected by life-limiting illnesses.

## • Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

## • Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

## • Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



**Better Health**  
at Work Award  
Maintaining Excellence



# About Us

## • Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

## • Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that carers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



## About The Role

This is an exciting opportunity to join the Catering Team within the Hospice. You will have experience of coordinating a Commercial Kitchen, as well as planning menus and ordering provisions within agreed budget allocation.

You will need the ability to work unsupervised, as well as working well with others, both staff and volunteers. You will be experienced in providing nutritious, well presented home cooked meals of good quality to meet clients' needs.

## Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

**“I feel privileged to work at the Hospice.”**

**In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.**

**100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.**

# Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

## How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

Susan McAleer, Guest Services Manager - 0191 386 1170

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



# Job Description

## Bank Catering Coordinator

**Department:** Guest Services

**Grade:** 1

**Responsible to:** Guest Services Manager

**Hours:** 0 / Bank Hours

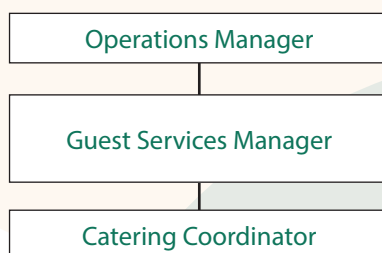
**Salary:** £10.90 per hour

**Contract:** Bank Contract

### Aim

To be responsible for all areas of food production, maintaining the highest standards in order to meet both patients and coffee shop requirements.

### Organisational Chart



### Key Responsibilities

#### Communication and relationships

- Liaise with colleagues to ensure the smooth running of all areas of the kitchen
- Communicate with patients, staff, volunteers, visitors, carers and external suppliers to ensure effective and efficient service delivery
- Responsible for supporting and motivating the kitchen volunteers

#### Analytical and judgemental skills

- Make judgements involving straight forward job related situations

#### Planning and organisational skills

- Manage own time effectively, delegate and prioritise work load to volunteers
- Plan and co-ordinate hospitality for small and large catering requirements
- Ensure that day to day activities such as the tea trolley are coordinated with the nursing team
- Plan and develop menus in consultation with nursing staff and patients taking into account any dietary and allergen special requirements.
- Work with cleaning schedules for the kitchen areas and ensure cleanliness is of the highest standards.
- Ensure all work areas are kept clean and tidy

## Physical skills

- Use a range of basic kitchen tools and machinery as well as standard catering equipment

## Patient/Client Care

- Assists patients/relatives with menus and meal choices

## Policy and Service Development

- Ensure personal hygiene, health and safety procedures are adhered to
- Comply with Hospice policies and procedures
- May comment on proposed change which applies to own area of work

## Financial and Physical Resources

- Responsible for stock control and food ordering, ensuring best practice at all times
- Contribute to the identification and reduction of food wastage
- Exercise personal duty of care when using kitchen equipment
- Ensure all kitchen equipment is switched off and regularly maintained
- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met

## Human Resources

- Responsible for providing advice and support to new or less experienced employees or volunteers in own area of work
- Attend mandatory training and training courses related to duties of the post ensuring regular updating
- Maintain confidentiality in relation to all work matters

## Information Resources

- Ensure food records are carried out as required by Health & Safety and Environmental health standards and best practice

## Research and Development

- Continually look for ways to improve the quality of the service one provides to guests, patients, visitors and volunteers

## Freedom to Act

- Works within established procedures and work is supervised

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## Effort & Environment

### Physical

- There is a frequent requirement for standing in a restricted working position for a substantial proportion of the working day

### Mental

- Concentration is required when undertaking checklists and records in line with Environmental Health requirements and during the preparation and production of food

### Emotional

- Exposure to distressing or emotional circumstances is rare
- Ability to work to tight schedules

## Working Conditions

- Exposure to heat, humidity and noise as well as exposure to risks entailed in handling very hot foods, kitchen utensils and equipment
- Take appropriate action to minimise any risks

## Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

## Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

## Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

## Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

## Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

**Note:** This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

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## Job Description Agreement

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

# Person Specification

<b>Post Title:</b> Bank Catering Coordinator		<b>Grade: 1</b> <b>Department:</b> Guest Services		
<b>Criteria relevant to the job</b>	<b>Essential</b> Requirements necessary for safe and effective performance in the job	<b>Method of Assessment</b>	<b>Desirable</b> Where available, elements that contribute to improved/immediate performance in the job	<b>Method of Assessment</b>
Qualifications and Training	General standard of education including literacy and numeracy Job related training NVQ level 3 in catering Food hygiene certificate	Application form	First Aid	Application form
Experience	Experience of planning menus and ordering provisions within agreed budget allocation Experience of coordinating a commercial kitchen	Application form	Experience of cooking for special dietary requirements Experience of cooking for small buffets	Application form
Skills and Knowledge	Ability to work unsupervised and to provide nutritious, well presented home cooked meals of good quality to meet clients needs Knowledge of Environmental Health regulations Knowledge of COSHH Good organisational skills and ability to work to timeframes	Application form Interview	Motivational skills Supervisory skills Knowledge of allergens	Application form Application form
Personal Attributes	Ability to form good working relationships with other staff and volunteers Ability to work on their own and as part of a team Effective verbal and written communication skills with staff and volunteers at all levels Able to evidence behaviour consistent with the Hospice values of professionalism, choice, integrity and reputation	Interview		
Special Requirements	Prepared to work weekends and Bank Holidays Prepared to undertake relief work for holidays and sickness	Interview		

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

### **Accessible Information**

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



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