Job Description

St Cuthbert's Hospice

Making every day count since 1988

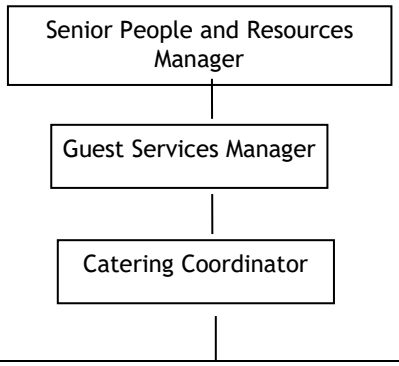
1. JOB DETAILS

Job Title	Bank/Casual Catering Coordinator
Department	Guest Services
Grade/Salary	2 – (£24,852 - £25,156)
Responsible to:	Guest Services Manager

2. AIM

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

3. ORGANISATIONAL CHART



4. 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 judgement 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

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 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.

JOB DESCRIPTION AGREEMENT

Signature of Post holder: **Date:**

Signature of Manager: **Date:**