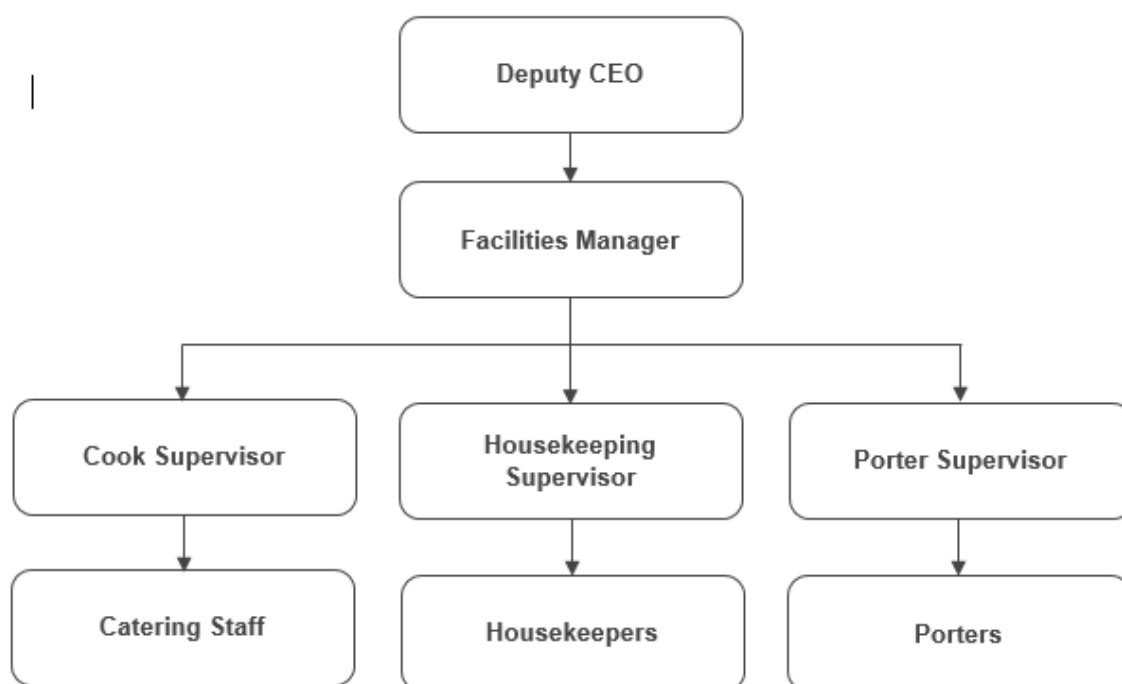


JOB DESCRIPTION

Job Title:	Bank Cook
Department:	Facilities
Post Holder:	tbc
Pay Scale:	Ancillary 2
Reports to:	Facilities Manager

Organisation Chart:



Job Purpose:	<p>To ensure the smooth running of food preparation and service to patients, visitors, staff and meetings, whilst ensuring food safety is paramount.</p> <p>To ensure that staff are supervised effectively, making best use of both time available and the skills of staff on duty.</p>
Key Working Relationships:	<p>Facilities Manager</p> <p>Head of Clinical Services</p> <p>Nurse in Charge (IPU and BHSS)</p> <p>Clinical Teams</p> <p>Porters</p> <p>Volunteers</p>

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.

Role Responsibilities:

- Ensure that hospice and statutory regulations regarding hygiene, safety and cleanliness are complied with in all tasks, at all times and to a level of performance detailed in hospice policies and procedures.
- Comply with the specification in providing meals.
- Be responsible for the quality and quantity of hot and cold food prepared in the kitchens.
- Supervision of the catering team whilst producing cooked meals.
- Provision of meals that meet individual dietary requirements to ensure that patients are effectively catered for at all times.
- Promote attractive meal presentation and ensure correct portion control, paying attention to methods of minimising waste wherever practical.
- Implement and monitor cleaning programmes to ensure high standards of cleanliness are maintained at all times.
- Report faulty or damaged equipment and ensure that repairs and maintenance are carried out as necessary.
- Order and maintain stock levels of all items required, ensuring that all items received are checked for quality and quantity.
- Provide catering for special functions on request, e.g. buffets.
- Assist with the training of staff, including training on correct use and cleaning of equipment, preparation and service of food, and maintenance of records.
- Practice and promote a polite, friendly and efficient service.
- Attend training sessions as required, both internal and external.
- Complete all HACCP documentation on a daily basis.
- Update patient board on a daily basis and keep catering team informed of changes from the handover sheet.
- Communicate effectively with line manager and other departments.
- Report any problems or incidents to line manager.
- Ensure catering staff complete all required online training in a timely manner and that they have access to a computer to complete Staff Care and check emails.

Health and Safety

- Ensure that safe and correct working practices are maintained at all times and that duties are performed in accordance with Bolton Hospice policies and procedures and statutory Health & Safety regulations.
- Always use warning signs when carrying out floor cleaning duties.
- Use personal protective equipment at all times.

Fire Regulations

- Comply with fire training throughout the working day.
- Report any fire hazard you see to the appropriate person.

Moving and Handling

- Ensure you operate all equipment in the correct way, following moving and handling training in order to avoid injury to yourself and others and to avoid damage to the equipment.

Customer Care and Confidentiality

- 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 staff have a duty to report and 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 and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your work 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.

Training

Managers are required to take responsibility for their own and their staff's development. All staff have a duty to attend training as required by the Hospice.

Safeguarding Vulnerable People (Children and Adults)

All staff have a responsibility to protect and safeguard vulnerable 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 staff 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.

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.



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. This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Staff Name:			
Staff Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Bank Cook
Department:	Facilities
Pay Scale:	Ancillary 2

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	NVQ Level 1 & 2 Food Preparation or City & Guilds 701/702 (or equivalent or compensating work experience) Food Safety Level 2	Food Safety Level 3 Supervisory or management qualification	Application Form
EXPERIENCE	Experience working in a similar role Experience of staff supervision Food safety management	Experience of producing larger scale catering, i.e. buffets Experience of working in a clinical or health care environment	Application Form Interview
SKILLS	Good baking skills Food presentation skills Excellent interpersonal and relationship-building skills Excellent communication skills- able to communicate effectively at all levels Computer literate		Application Form Interview
KNOWLEDGE	Health & safety knowledge	Understanding and experience of CQC and PLACE inspections Knowledge of Care Quality Commission standards PLACE requirements	Application Form Interview
PERSONAL ATTRIBUTES	Self-motivated and able to use initiative Non-judgemental and empathetic approach Flexible approach to work duties Strong teamwork ethic A commitment to the vision and values of Bolton Hospice.		Application Form Interview