

**Responsible to:** Home Manager and Homes Support Manager

**Responsible for:** Catering Assistants & Kitchen Support Workers

The Home support team (HST) provide support to all of the homes where there is a requirement to support the existing team or cover absence in a particular role. It is for this reason that members of the HST must enjoy variety, working in new environments and different teams and be comfortable “hitting the ground running”.

## Overall aim of the job:

*To make the use of care services a positive, timely and rewarding choice.*

**By:**

- Working as a member of an integrated management team to manage the provision of a customer orientated, high quality, cost effective catering service in the establishment and for other service users supplied by the establishment.
- Ensuring the individual needs of service users are met, ensuring they are provided with suitable meals & refreshments which enhance their quality of life, ensure a balance diet, whilst maintaining their independence and privacy.
- To actively assist, maintain & promote the Coverage Care values:
  - Support and listen to you
  - Use and open, honest culture
  - Put you at the heart of our service
  - Ensure you feel safe
  - Respect your life choices
  - Be kind and compassionate
- Working on a rolling shift pattern, including alternate weekends, applying a flexible attitude to working hours especially in regards to covering absence & holidays, including bank holidays, evenings & weekends.
- Displaying a caring, sensitive & approachable nature.
- Displaying compassion, patience & empathy in all tasks.
- Whilst being organised & reliable in approach to work.

What experience do I need?	What training will I receive?
Experience of working in a health setting is ideal but not an essential element of the role.	Mandatory Training – Legislative & Coverage Care (see separate training document)
Experience of working in a catering environment with an understanding of H&SAW, COSHH, Basic Food Hygiene & Food Safety, Practical Catering Knowledge.	Opportunity to apply to complete CIEH Level 3 Award in Food Management
Basic Food Hygiene Certificate & Food Safety in Catering (level 2) Certificate Level 2 (Diploma/NVQ) in Food Preparation & Cooking Practical experience of managing & leading a team.	Additional Training to include: Diabetic diet, Special Diets, CIEH Healthier Foods & Special Diets, Nutrition & Hydration

## Senior Duties

Take day-to-day management responsibility for Catering within the establishment by:

### Staff Management:

Ensure all new catering staff are given a comprehensive induction, staff are aware of the standards expected, and fully supported throughout their employment. Complete Personal Development Plans & personnel paperwork as required. Ensure the rota is covered for upcoming shifts and relief staff are utilized as & when required.

### The Home:

Take responsibility and accountability for catering within the establishment. Ensure you are aware of financial matters associated with catering and help obtain the maximum benefit from available funds. Take responsibility for the presentation and appearance of the catering areas & maintenance of equipment & facilities in line with the requirements of the Company by undertaking & recording the required scheduled checks.

### Communication:

As a member of the senior team, support the Manager in meeting the Company's policies, procedures and legal obligations, ensuring that all staff are working to company policies and procedures, company initiatives are promoted and to take appropriate action to ensure that standards are reached and maintained. Ensure the general manager is kept up to date on any ongoing issues on a regular basis.

## Main Duties

### Kitchen Tasks

To lead & assist the catering team to prepare, cook and present high quality cost effective food to meet organisational standards & expectations.

To implement menu plans for the team to use, having regard for service user preferences, nutritional value & dietary needs to ensure a varied & balanced diet is provided for all.

To lead & assist the catering team to provide food & beverages according to the menus, in accordance with all legislative requirements, ensuring the special dietary requirements of all residents are considered, met and catered for, and correct portion controls applied.

To lead & assist the catering team to prepare all food items, using the agreed catering equipment & cooking methods safely and correctly, Be responsible for ordering supplies to meet anticipated demand within a service user choice system, whilst controlling consumables to avoid waste.

To supervise the catering staff in the preparation of food and the cleaning of all crockery, kitchen equipment and utensils, participating and assisting where necessary.

Supervise and participate in the serving of meals and the provision of meals for external use when needed.

To prepare additional food items to supplement diets and special items e.g. birthday cakes, as & when needed.

To maintain & manage the kitchen and food stores in a clean & tidy condition.

General kitchen duties e.g. washing up & cleaning.

### Additional Catering Manager Tasks

To undertake & lead projects to improve service provisions as & when required.

To ensure all deliveries of catering items are received and checked on receipt and items are then stored correctly immediately.

To identify development opportunities within & beyond the existing service.

Work with the Home Manager to develop, implement & monitor service user views on the quality & presentation of meals.

## Administration Tasks

Ensure all documents associated with catering tasks are maintained and updated as required.

To manage the Catering Budget for the home as per company policy & procedure.

## Health & Safety

To ensure all kitchen equipment, utensils and working surfaces are kept clean and serviceable, and any problems or maintenance requirements are reported to the senior in charge immediately.

To ensure the Health & Safety Policy, COSHH regulations and all statutory health and safety requirements concerning food handling, hygiene and preparation & storage are complied with.

To identify risks within the home & kitchen environment and notify the Home Manager immediately.

To be aware of emergency procedures, report hazards to the Manager and respond to emergencies as appropriate.

To wear the correct uniform and personal protective equipment (PPE) associated with the task and role you are carrying out.

Maintain a high standard of personal cleanliness and hygiene.

## Teamwork

To work effectively as part of a team, actively supporting & developing team members, whilst also being self-motivated to work on own initiative & without direct supervision.

To be able to work under pressure.

To participate in appropriate training, and be committed to ongoing personal & professional development. To attend staff & home meetings as requested by the Home Manager.

To promptly report any information, issues or concerns regarding the care, support, wellbeing or behaviour of service users and also staff members to a member of the homes senior team.

## Other

Understand & apply the principles of confidentiality at all times.

Ensure that service user confidentiality & dignity is maintained at all times, ensuring information is not shared or divulged with anyone not authorized to receive it.

To work in accordance with Coverage Care's Code of Practice and all current relevant.

Ensure the service provision is anti-discriminatory and culturally sensitive responding to individual needs, with regard to race, religion, culture, language, gender, sexual orientation, age and disability.

To actively market Coverage Care and promote a positive, personal & professional profile, ensuring the good reputation of the organization at all times.

To display a commitment is made to equal opportunities in the organisation.

### **Please Note**

The duties in this job description are not exhaustive, but instead, are representative of the type of work required in the post. The post holder will, therefore, be required to undertake other duties deemed appropriate and consistent with the purpose of the job.

The job description & person specification are revised periodically and amended, as necessary, to ensure that they meets the needs of the service.

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