

JOB DESCRIPTION

Job title:	Catering Assistant
Grade:	N/A
Reports to:	Catering Manager/ Supervisor/ Head Chef
Working Hours:	29.25 Hours Per Week

Mission and Values of the Hospital

Mission

We strive for excellence in meeting the holistic needs of our patients in a caring and healing environment in which the essential contribution of each member of staff is valued.

The values of human dignity, compassion, justice, quality and advocacy rooted in the mission guide us in our work.

We will, within the foregoing context, make every effort to maintain excellence in clinical care, teaching and research.

*Comh mheas, comh bhá, comh pháirtíocht agus
comh oibre bunsraith ár gcuid saothar uile.*

Core Values

Human Dignity

Compassion

Justice

Quality

Advocacy

Role Summary:

The role of the catering assistant is to help out in the various areas of the catering department including, main production kitchen, staff restaurant and ward kitchens, taking responsibility for all aspects of hygiene standards and cleanliness within these areas. He/she will be involved in the preparation and service of food to staff and patients, along with organising storage areas and putting away deliveries from suppliers. The catering assistants will have to manage both food and general waste for the area to which they are assigned ensuring food waste is minimum and as much waste as possible is recycled.

Outline of Duties and Responsibilities:

- Keeping all kitchens in a clean and hygienic state, including washing kitchen appliances, work surfaces, floors and walls. The cleaning schedule for each area must be adhered to, following the guidelines on the safe use of chemical cleaning agents.
- If you are responsible for floor spills you must clean up immediately to prevent slips or falls, along with placing warning sign to alert other staff to risk. A clean as you go policy must be adopted by all staff.
- Food preparation and food service
- Responsible for correct stock rotation (First in First Out) and storage of all food items
- Correctly labelling food with use by dates and allergen information
- Taking and recording food and fridge temperature according to HACCP standards
- Take every reasonable precaution to prevent contamination of food and to prevent danger to the public health arising from his/her work in the catering department while employed at St. Michael's Hospital.
- Taking food orders from patients and completing meal sheets for kitchen staff
- Ability to deliver a high standard of customer service to staff and patients in a welcoming and approachable manner.
- Build relationships with nursing staff, health care assistants and dieticians so that he/she is aware and understands any food allergies/special diets/ food or fluid restrictions that a patient may have and to ensure all patients receive safe nutritious food that meets their dietary needs
- Maintain good personal hygiene and in particular practice good hand hygiene and adhere to infection control protocols when working at ward level. No jewellery is permitted to be worn other than a plain wedding band. Finger nails must be kept short and free from nail varnish, false/gel nails.
- Report any faulty or unsafe equipment to catering manager/supervisor or head chef
- Conduct one's self in a safe way so his/her actions do not put other staff at risk of injury
- The post holder is accountable, responsible and has authority for delivering a quality service and ensuring patient safety. The post holder will work within a Risk Management Framework to achieve the HIQA Safer, Better Healthcare Standards and other quality standards as appropriate.

Qualifications / Experience

- Good working knowledge of HACCP.
- Demonstrate an understanding of nutrition, food allergens and special diets e.g. diabetic diet, gluten free, low salt etc.
- Good oral communication skills. Ability to communicate with both customers/patients and colleagues at all levels.
- Good interpersonal and customer facing skills, maintain professionalism, display patience and politeness within a sometimes-pressurised environment.
- A conscientious, flexible working style.
- Confidence to deal with difficult situations and to know when to seek guidance from the line manager.
- Good team working skills and ability to work with minimal supervision.
- Confidentiality and discretion.
- To facilitate and encourage good industrial relations at all times.

Person Specification

- Ability to work efficiently and keep calm, under pressure
- Stamina and enthusiasm
- Ability to work quickly but efficiently – demonstrating the ability to plan and organise own workload and complete tasks in the time allocated.
- Ability to work well in a team
- Good communication skills
- High standards of personal hygiene
- An interest in food and catering

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

Conditions of Employment:

- **Annual Leave Entitlement: 23 days per annum pro- rata. Annual leave is calculated January to December of each year.**
- Sick Leave Regulations: Please refer to contract of employment.
- Probationary Period: The appointee shall hold office for a probationary period of six months.
- The terms of the Hospitals Superannuation Scheme (VHSS & SPSPS) will apply to this position.
- A minimum of 1 months' notice of termination of employment is required. Notice of termination of employment must be received in writing.
- Uniform Policy must be adhered to at all times.

Please note the following:

- The Hospital Board is not responsible for loss or theft of personal belongings.
- Fire orders must be observed and staff must attend fire lectures every 2 years.
- Mandatory training must be adhered to and recertified before expiry timeframes occur i.e. Manual Handling, Basic Life support, Intravenous assessment, Hand hygiene education, waste management and Mission effectiveness programme.
- All accidents within the department must be reported immediately.
- In line with the Safety, Health and Welfare at Work Act (1989 & 2005), smoking within the Hospital building is not permitted.
- All Staff are advised to avail of Hepatitis B Vaccination with Occupational Health.

Policies/Legislation:

All hospital policies and procedures form an integral part of an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at work, Trust in Care, Computer Usage Policy) and the hospitals ethical codes of practice.

Confidentiality

In the course of your employment you may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and, unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

Hygiene

During the course of employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of St Michaels Hospital's quality system to ensure the safety and well-being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

Benefits of working at St Michaels Hospital

- Defined benefit pension scheme.
- Access to learning and development opportunities.
- Library facilities.
- Subsidised staff restaurant.
- Subsidised pharmacy.
- Access to subsidised gym facilities.
- Access to health services credit union.
- Group discount for health insurance.
- Excellent access to public transport including dart and bus routes.
- Tax saver commuter ticket scheme.
- Bike to work scheme.

This job description will be subject to review in the light of changing circumstances and may include any other duties and responsibilities as may be determined from time to time.

Notes

The extent and speed of change in the delivery of health care is such that adaptability is essential in this position. The incumbent will be required to maintain and enhance their professional knowledge, skill and aptitudes necessary to respond to a changing environment. The job description must be regarded as an outline of the major areas of accountability, which will be reviewed and amended on an on-going basis.

Reviewed: Oct 2021

Next review: Oct 2023