1. JOB IDENTIFICATION

Job title: Catering Regeneration Assistant

Department(s): Facilities Directorate

Job holder reference: ASC602

No. of job holders: 10

2. Job Purpose

To assist the organisation in providing both patients, staff and visitors with a high quality, safe catering service by preparing, cooking/regenerating, dispatching and serving meals whilst maintaining the kitchen and associated areas in a clean and hygienic condition.

3. ORGANISATIONAL SCOPE

A Departmental Structure below shows where this post fits into the Department.

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Catering Manager

Deputy Catering Manager

Regeneration Assistant
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4. SCOPE AND RANGE

Work as part of the catering team, assisting in all aspects of preparation, service, wash up and cleaning duties relevant to the provision of high quality service to patients, staff and visitors.

Within a Community Hospital setting, to provide a complete catering service, ranging from ward supplies (tea, coffee, cereal, milk etc) to main meals, ensuring that food safety and patient services are maintained whilst catering areas and equipment are clean and hygienic.

Liaison with a range of clinical and non-clinical colleagues to provide a high quality, nutrition, safe catering service.
OUR VALUES IN ACTION
● Care and Compassion
● Quality and Teamwork
● Dignity and Respect
● Openness, honesty and responsibility

5. MAIN DUTIES/RESPONSIBILITIES

Your performance must comply with the Mandatory Induction Standards for Healthcare Support Workers in Scotland as well as the Code of Conduct.

Main duties consist of:-

- Make porridge, soup, custard, fried foods, salads, sandwiches.
- Receive and check for temperature, condition and date all chilled, frozen and dry and goods.
- Ensure appropriate storage of delivered goods.
- Regeneration and presentation of prepared meals
- Dispatch meals to wards and venues.
- Serve staff meals (including cash handling)
- Cleaning of pots, catering equipment, trolleys, utensils, crockery and cutlery, etc.
- Cleaning of kitchen and associated equipment
- Issue of ward catering stores
- Liaison with wards, re catering supplies, special diets etc.
- Liaison with hospital administration in relation to hospitality requests.
- Maintain Health, Safety and Security in line with organisational and departmental policy.
- Report equipment failures and building repairs to appropriate person.
- Reporting information on food stock levels.
- Comply fully with HACCP & Food Safety, Health and Safety, COSHH, Fire and Manual Handling procedures/systems and maintain up to date accurate records.
- Check and monitor all meals prepared for quantity, quality and appearance.
- Any other duty of a general catering nature which is essential to the operation of the catering service as instructed by the manager
- Appropriate disposal of waste.
- Vending – ordering, stock control, cash handling and filling of machines.

6. SYSTEMS AND EQUIPMENT

The post holder will be required to use / operate and clean the following equipment –

- Dishwasher
- Floor scrubber
- Suction drying machines
- Distribution trolleys
- Waste disposal Unit
- Food production machinery i.e ovens, liquidisers etc
- Various items of manual cleaning equipment i.e. mops, deck scrubbers
- Associated chemicals
- Beverage machines where in place.
- Computer and fax.
- Cash registers where in place.
This list is not exhaustive but indicative of the equipment in use.

Recording of information as directed by the HACCP manual to comply with HACCP and Food Safety Legislation. Recording of waste from wards to enable senior staff to adjust ward orders to minimise waste.

7. DECISIONS AND JUDGEMENTS

Regular supervision through the Catering Manager but the post holder is expected to work without supervision and can make contact with their manager by telephone.

Plan own workload, prioritising duties following department procedures, i.e. HACCP, Emergency manual, Recipe manual and cleaning schedules.
Check and ensure advanced prep for next shift.

Check and mend milk and fruit / vegetable suppliers’ orders.

Liaise with wards regarding patient dietary requirements and decide how best to meet these.

8. COMMUNICATIONS AND RELATIONSHIPS

Liaise with patients, clinical and non-clinical staff, colleagues, the public and the catering team.

During induction / training of new Catering Regeneration Assistants the post holder could be asked to coach these individuals on a one to one basis on Regeneration Assistants duties.

Liaise with Borders General Hospital catering stores staff, Estates staff, Transport Staff, External Delivery Staff.

9. PHYSICAL DEMANDS OF THE JOB

Duties normally carried out within a changing environment i.e. chilled areas (range -18ºc to 5ºc), hot cooking areas, hot / humid dishwash areas.

The entire shift, other than breaks, requires person to be standing, walking or moving kneeling. There is a high demand for lifting and handling, involving stretching, twisting and bending.

Continual requirement for moderate physical effort i.e. pushing and moving trolleys and equipment. Physical effort while cleaning, loading and unloading trolleys and dishwashers with some manual washing of pots, pans, ovens racks, etc.

The nature of the service requires staff to work within strict schedules.

Emotional effort discussing dietary requirements with terminally ill patients.
10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Carrying out duties within an environment which ranges from very cold to unpleasantly warm and humid while being aware of surrounding equipment which can be extremely hot or cold. Pressure of having to work to in strict time scales and service deadlines, every day with no room to manoeuvre as any delays can have serious knock on affects to patients care.

- Dealing with frequent interruptions
- Ensuring standards of service provided meet the expectations of patients / customers
- Dealing with emergency situations.
- Ensuring patients are fed appropriately, if normal delivery fails to arrive on times
- Dealing with external Food Safety audits, i.e. Environmental Health Officers visits.
- Maintaining High levels of hygiene practices.
- Concentration required when cooking and using catering equipment.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Good numeracy, literacy and practical skills
- Knowledge of HACCP, Food Safety, Food Hygiene and Health & Safety.
- Handling Cash (preferable)
- Able to follow clear instructions and communicate with others.
- Good customer care skill
- High standard of personal hygiene.
- Relevant Food Hygiene Certificate
- Knowledge of Moving and Handling
- Knowledge of COSHH
- Experience of working in a catering environment to City & Guilds/SVQ3 equivalent.
TERMS AND CONDITIONS

Grade and salary: Band 2: £16,132 - £18,503 per annum pro rata

Hours of work: Hours on an ‘as and when required’ basis

Annual leave: 27 days per annum pro rata
Details of other types of leave entitlement (such as sick leave) are set out in the Agenda for Change handbooks.

Public Holidays: 8 days per annum pro rata on dates designated by NHS Borders
Details of other types of leave entitlement (such as sick leave) are set out in the Agenda for Change handbook.

Superannuation: The post-holder is entitled to join the NHS superannuation pension scheme.

If Unsuccessful:
If you have **NOT** heard from us within **4 WEEKS** of the closing date, then we regret that your application has not been successful on this occasion. However, we appreciate your interest in working with NHS Borders and your time and effort in completing the application form. We would welcome your application for future posts.

Equal Opportunities:
In NHS Borders, we believe that all staff should be treated equally in employment. We will not discriminate against any member of staff, or job applicant, on grounds of

- age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
- Trade Union membership.

Disclosure checks:
We carry out criminal record checks on new staff who fall within certain staff groups within NHS Borders, through Disclosure Scotland. We send out Disclosure Forms to all shortlisted candidates for these staff groups, and ask for these to be completed and returned at interview. If a successful-at-interview candidate forgets to bring their completed form to interview, then they will be required to return the form (and proofs of identity) within 7 days, otherwise the provisional job offer will be withdrawn. Unsuccessful candidates forms will be shredded.

The Rehabilitation of Offenders Act does not apply to this post.
Mandatory Induction Standards for Healthcare Support Workers in Scotland:
Your performance must comply with the Mandatory Induction Standards for Healthcare Support Workers in Scotland and with the Code of Conduct for Healthcare Support Workers (in line with CEL 23 (2010)), both subject to amendment from time to time, which are attached.

If, despite ongoing support, you fail to adhere to the Standards or to comply with the code, your performance will be managed in line with the NHS Borders Management of Employee Capability Policy and could result in the termination of your employment with NHS Borders.

Tobacco policy:
We have a Tobacco policy in place. When selecting staff, we do not discriminate against applicants who smoke, but staff must observe our policy on smoking.

Hepatitis B:
We offer Hepatitis B immunisation through our Occupational Health Service (OHS). If you think you may be at risk of contracting Hepatitis B through your job, you should ask for this immunisation at OHS.

If your work involves exposure-prone procedures, you must keep to the document “Protecting Health Care Workers and Patients from Hepatitis B”, and the NHSiS Management Executive Directive on this issue. You must be immune to Hepatitis B, and if you cannot prove that you are immune, OHS will investigate to find out whether you are Hepatitis B positive or not.

Health and Safety at Work:
You must look after the health and safety of yourself and anyone else who may be affected by what you do at work. You must also co-operate with us to make sure that we keep to legal and organisational safety regulations. You can get more information from the NHS Borders’ Health & Safety Adviser.

The closing date for completed application forms is: 5pm on Thursday 26 May 2016