



The Hospice of St Francis Charity provides essential free care across West Hertfordshire and South Buckinghamshire and inspires people to raise over £5million every single year to fund this care. Our care at home and in the Hospice, delivered through inter-disciplinary teams and skilled volunteers is rated outstanding by the Care Quality Commission. As a local employer we aspire to meet this 'outstanding' rating in all aspects of what we do, from the experience of staff and volunteers through to our compliance with the corporate, financial, fundraising, charity and trading regulations for our business. The post holder will work within the kitchen providing a catering service for patients, staff and visitors as directed by the Head of Catering. Assisting the Head of Catering and/or Senior Cook in providing a nutritious, well balanced diet for patients, staff and visitors to a high standard of preparation and within budgetary requirements.

Permanent: 12 hours per week - Salary 3B

Accountable to: Catering Manager

Direct Reports: None

Main duties and responsibilities:

- Maintain high standards of hygiene at all times in accordance with environmental health and Safer Food, Better Business for preparation of food, and the handling and storage of goods.
- Assist with menu planning to meet the specific nutritional needs of patients and provide guidance and leadership for the catering assistants including consideration for the reduction of waste
- Be available to meet with patients to discuss their eating requirements when required
- Assist in the provision of food for Hospice education, social and fundraising events when required.
- To have good knowledge of various cooking methods, such as boiling, grilling, roasting and reheating
- Supervise IPU volunteers ensuring compliance with Hospice guidelines and Environmental Health regulations when Head of Catering or Senior Cook is not on duty.
- Work as a team with catering and all other hospice staff and volunteers.
- Maintain the Hospice Values including contributing to a culture within the catering team that ensures that patients and families are served with kindness and respect at all times
- Demonstrate professional expertise and ensure all tasks are completed in line with best practice and Hospice policy
- Support the department and charity strategy, and help identify opportunities and challenges
- Deliver and maintain professional relationships with individuals and organisations whether direct, or indirect interface with The Hospice of St Francis
- Work with productivity measures and best practice to accomplish individual objectives that contribute to the department goals

**The Hospice of St Francis supports flexible working, paid carers leave and jobshare*

Departmental & Role Specifics	- Record all environmental health checks in line with current regulations as directed by Head of Catering. - Report any faulty equipment to Head of Catering &/or Senior Cook. - Carry out daily cleaning of catering areas, equipment and surfaces in accordance with Hospice guidelines and environmental health requirements. Ensure washing up is done as required - To ensure that they flag up when a product is running low using the processes in place - To ensure that the kitchen is clean and both serveries are stocked at the end of a late shift. - Support the Head of Department/Line Manager in recruitment and induction of new employees and volunteers, as required - Participate and support training of staff and prospective and existing volunteers as required - Ensure careful financial management - Participate fully, and play an active role, in supervision and team meetings - Review effectiveness of own work and make recommendations to improve/change service provided - Ensure communication with colleagues across the organisation is professional, and maintain excellent working practice - Attend in-service and external training as agreed with manager and identified by participation in an annual performance review process. - Attend all Mandatory Training as directed by line manager - Identify and notify line manager of any operational risks, and when identified follow the correct process - Comply with statutory and mandatory training, continuous professional development, and any registration revalidation requirements, as necessary - When handling personally identifiable and sensitive information ensure your conduct is consistent with the requirements of the legislative, and regulatory frameworks for information and information governance, whether that be in hard or soft copy or digital formats - Keep up to date of key changes in policy, legislation and governance requirements relevant to the role and the Charity - Maintain continuing professional support and self-development to develop own skills and knowledge through additional education and training - Act as a role model promoting the values of the Charity in accordance with the post holders professional Code of Practice - To identify gaps in personal training and development and attend training as requested - Take all measures to ensure the safety of staff, patients and visitors, in accordance with the Hospice Health and Safety Policy and the Hospice's Safeguarding Adults and Children Policy. - Ensure all staff and volunteers in the Inpatient Unit have an understanding of the fire regulations and action to be taken in the event of a fire. - Ensure high standards of Infection Prevention and Control are adhered to at all times. - Ensure that all accidents, involving patients, staff, volunteers or visitors, are reported in line with the Hospice's Incident Reporting Policy when Head of Catering or Senior Cook is not on duty. - Understand and comply with Health and Safety, Fire and Infection Control regulations, and Hospice policy, to assure compliance and resolve and/or mitigate risk - Ensure own safety, patients and visitors in accordance with the Hospice Health and Safety Policy on-site and off-site at Hospice run events - Complete all mandatory training for Health and Safety, Fire and Infection Control. Ensure risk assessments are completed as necessary to maintain compliance with Hospice regulations - Report any accidents or incidents in the department, record the incident in the relevant accident book - To act in a manner that safeguards the interests of beneficiaries and upholds public trust and confidence in The Hospice of St Francis
Qualifications, Skills, Experience, Knowledge & Approach	- Food Hygiene Certificate - level 2 - City and Guilds 706 1 & 2 or equivalent NVQ Qualification for Catering - Minimum of 18 months working as a cook within a catering environment - Cleaning of all catering equipment - Food preparation - Experience of different cooking methods - Working as part of a team - Flexible and adaptable approach to work and within the team - Experience of managing or supervising catering staff (desirable) - Working within healthcare setting (desirable) - Working with or experience of volunteering (desirable)

This list of tasks and responsibilities is not exhaustive, other relevant and appropriate duties as required by the Manager may be required. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.

	• Dietary needs of individuals with limited nutritional ability (desirable) • Helping at social events (desirable) • Menu planning (desirable) • Proven experience of working in diverse communities, understanding and overcoming the impact of discrimination (desirable)
Key Accountabilities, Responsibilities & Tasks	
Communication	• Friendly and approachable • Caring nature and committed to the aim and values of the Hospice • Empathic approach to work and others • Ability to work in a Hospice setting (desirable)
Internal & External Contacts	• Employees, volunteers, patients and families • Bank staff • IPU volunteers • Heads of services
Decision Making	• Organised • To comply with Hospice expectations i.e. mandatory training and other in-house courses • Ability to work autonomously as well as part of a team • Able to organise own workload, think ahead and prioritise • Ability to work flexibly and be proactive • Ability to work to budget
Mental and Physical Consideration. Working Conditions & Environment	• Delivering meals to patients and relatives on IPU • The post holder will come into contact with intense and challenging emotional circumstances in the course of this role. • The post holder will frequently be required to change from one activity to another to meet the changing needs of the service. • The post holder will be required to work in a high volume, fast paced environment. Frequent interruptions should be expected. Competing priorities are common place. • Commitment to the aims and ethos of the Hospice • Continually strive to improve the business • Development of others to succeed • Keen to develop self within role
Health & Safety	• Equally able to work on own initiative and as part of a collaborative team • Understand and comply with all Health and Safety, Fire and Infection Control regulations • Complete all mandatory training and ensure compliance of direct reports and contractors • Report any accidents or incidents in the department • Available to respond to out of normal hours emergency situations and contribute to future on-call rosters
Safeguarding	• Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis

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