

St Teresa's Hospice

JOB DESCRIPTION

1. JOB DETAILS

Job title: Cook

Grade: Hospice Band 3

Reports & is responsible to: Head Chef

Location: St Teresa's Hospice

2. JOB PURPOSE

The Cook will work as an integrated member of the hospice Catering & Establishment Team to provide high quality meals to guests, visitors and staff. Aspects of this work will include the preparation of meals from fresh ingredients, the management of stock, and working to a cleaning checklist.

3. ORGANISATIONAL CHART



4. RESULT AREAS

1. To prepare and serve homemade nutritious meals to patients, families, staff and visitors.
 - Working with the Catering Manager to develop menus for patients and the Bistro
 - Using fresh ingredients to prepare & serve main meals / snacks as required for patients in the Inpatient Unit, and removing/clearing dishes
 - liaising with staff about patients' dietary requirements and adapting to the patients' needs
 - making reasonable allowances for special dietary requests
 - need to be flexible with late/special requests from patients
 - Prepare & serve fresh food for customers in The Woodlands Bistro
 - Produce home baked products for sale within the hospice and at external fundraising events
 - Support internal & external fundraising events with catering needs
 - Responsibility for ordering of provisions for the kitchen.
 - maintaining accurate temperature records on a daily basis.
 - Ensure that the Hospice maintains its 5 Star 'scores on the doors' Food Hygiene Rating
 - ensure food labelling systems are adhered to
 - responsibility for kitchen cleaning rota, including cleaning of all surfaces, kitchen equipment and mopping of kitchen floor.
 - maintaining general hygiene to agreed written protocols/standards.
2. To ensure kitchen is compliant with food safety legislation.
3. To work with other Kitchen Team members to assist in the development and preparation of special occasion menus.

4. General Responsibilities/other duties required

- Adhere to organisational policies and procedures at all times
- Comply with organisational standing orders, standing financial instructions, policies, procedures and guidelines
- Take all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination
- Comply with the organisational policy on confidentiality, and the GDPR/Data Protection Act 2018 relating to information held manually or on computerised systems
- Respect the confidentiality and privacy of families and staff at all times
- Maintain a constant awareness of health, welfare and safety issues affecting colleagues, patients, visitors and themselves, reporting any accidents or fault in line with organisational policy
- Fully participate in health and safety training
- Participate in personal training, development, appraisal, and attend all relevant training courses as required
- Be responsible for supervising volunteers working in the catering area, including volunteers under 18 years of age where required
- Flexibility with covering light housekeeping duties may be required at times.

5. MOST CHALLENGING PART OF THE JOB

Developing and preparing a menu of nutritious, high quality meals for guests, visitors and staff whilst always maintaining excellent standards of hygiene and meeting any special dietary requirements.

6. DBS / other checks required:

This post is deemed to require a DBS check –Standard Level with the Disclosure and Barring Service. This [is due to the fact that/will depend on whether] the post involves working with children and/or vulnerable adults. Further information on the Disclosure service is available from <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

This post may be deemed to require a Disclosure check – Enhanced Level, with the Disclosure and Barring Service. This will depend on whether the postholder is in a supervisory position for volunteers under the age of 18. Further information on the Disclosure service is available from <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/>

All employees of St Teresa's Hospice are required to provide proof of their identity and eligibility to work in the UK.

Employees will be required to complete compliance checks in line with our current policy, as relevant to their role, such as providing evidence of professional registration, insurance and qualifications, employment history and references, and health clearance.

This job description is intended as a guide to the principle duties and responsibilities of the post. It must not be regarded as precisely defining all duties and will be subject to amendment in the light of developing service needs and changes in health policy.

PERSON SPECIFICATION

All factors must be measurable and justified by the job

	ESSENTIAL	DESIRABLE
KNOWLEDGE AND QUALIFICATIONS		
1. Basic/Level 1 Food Hygiene Certificate	✓	
2. Level 2 or higher qualification in catering or a relevant subject		✓
3. Intermediate/Level 2 or higher Food Hygiene Certificate		✓
4. Understanding of patient confidentiality	✓	
5. Understanding the demands of Hospice care	✓	
6. Knowledge of Health & Safety standards in a kitchen environment	✓	
EXPERIENCE		
1. Professional experience in a busy environment, preparing and cooking meals from fresh ingredients; preferably in a catering environment	✓	
2. Experience of catering within healthcare setting		✓
3. Understanding of special dietary requirements		✓
4. Experience of working in a Hospice		✓
5. Experience of working with volunteers		✓
SKILLS AND COMPETENCIES (demonstrable abilities)		
1. Proven verbal communication skills with people at all levels, e.g. management, volunteers, staff, service users & the general public	✓	
2. Ability to Listen to instructions and to information being passed on by personnel or service users	✓	

PERSONAL QUALITIES AND MOTIVATION

1. Flexible Attitude to work, able to change working pattern and/or work additional hours on occasion to cover absence	✓	
2. Enthusiasm to work in a kitchen environment, at both quiet and busy times	✓	
3. Team worker but capable of working under initiative to agreed standards/ protocols	✓	
4. Sensitive and Perceptive	✓	



St Teresa's
Hospice

Our Values

Our Values are our core beliefs.

They explain who we are, how we work, what we believe in and stand for:



A welcoming space

Creating a safe, shared and inclusive space where everyone feels valued and respected.



Dedicated to care

At our very heart is holistic care, comfort and dignity for all.



Compassion in all we do

Everything is centred on empathy, kindness, understanding and respect.



Support at every stage

We offer assistance, encouragement and guidance to everyone throughout their personal journey.



Excellence in everything

Delivering professionalism and the highest of standards in everything we do.