JOB DESCRIPTION

JOB TITLE: COOK
BAND/GRADE: Band 2
DEPARTMENT: Support Services Department
BASE: New Acute South West Hospital
REPORTS TO: Head Cook/Support Services Coordinator for Catering Services
RESPONSIBLE TO: Support Services Manager

ROLE PURPOSE

The position will entail constant pursuit of quality standards, with flair and commitment to the provision of preparation, delivery and service of food to patients, clients, staff and visitors.

The Cook will be expected to operate in accordance to the Trust Food Safety procedures and HACCP management systems to ensure Food Safety Legislation is met.

MAIN DUTIES & RESPONSIBILITIES

1. The preparation, cooking and dispatch of all dishes inline with the menus for patient, clients, staff and visitors.

2. Daily requisitioning of provisions used in their particular section.

3. Daily checking of stock, cooked foods etc. and temperature of refrigerators and deep freeze. Ensure 'Use by' or 'Best Before' dates are adhered to in accordance with the Trust Food Safety System and HACCP.

4. Ensure the worktops, utensils and items of equipment are cleaned and sanitized regularly.

5. Reporting any defects in same.

6. Reporting of accidents and incidents in accordance with the Trust procedures.

7. Supervision and monitoring of Support Services Staff (Catering) working in their location.
8. The instruction of Support Services Assistants (Catering) and Trainees, in matter of Hygiene, Portion Control, Method and the economic use of materials in the department.

9. To assist in the serving of food to both staff, visitors and patients.

10. To record and monitor food wastage.

11. Monitor quality of food service at each service point. Carry out customer questionnaires at agreed frequencies with line manager.

12. Respond to and investigate any queries or complaints relating to the catering department.

13. Ensure the Support Services Assistants (Catering) and Trainees are trained in the operation and proper use of equipment.

14. Ensure Food Safety and HACCP procedures are adhered to.

15. Report to Assistant Head Cook/Head Cook/Support Services Coordinator, of any infestation of pests.

16. Ensuring that standards of personal hygiene are maintained.

17. Liaise with Head Cook regarding presentation of Daily Menu for patients, staff and clients.

18. Attend as required training courses/sessions.

19. Ensure procedures for waste disposal are adhered to and food bins are properly maintained.

20. Report to Head Cook, Support Services Coordinator, any medical condition such as skin rash, vomiting or diarrhoea.

21. Ensure correct colouring i.e, bags, gloves, knives, chopping boards, steels etc. are adhered to in accordance with Food Safety System.

22. Ensure goods are checked on arrival for quantity and quality and 'Use By Date' or 'Best Before Date'.

23. Ensure meals are served at correct temperatures in accordance with Food Safety System.

24. Participate in the constant review and implementation of the Trust HACCP plan.

**GENERAL DUTIES**

1. Employees of the Trust will be required to promote and support the mission and vision of the service for which they are responsible.

2. Develop and maintain good communication with all levels of management and build partnerships with the wider HPSS, NHS and external organizations in the promotion of the Trust.
3. Carry out their duties and responsibilities in compliance with health and safety policy and statutory regulations.

4. Participate in the grievance and disciplinary processes as required.

5. Promote equality of opportunity through his/her own actions and ensure this policy is adhered to by staff for whom he/she has responsibility.

**GENERAL RESPONSIBILITIES:**

**Service Quality**

Western Health and Social Care Trust is committed to providing the highest possible quality of service to all patients, clients and community through supporting and contributing to Trust quality initiatives. Employees are expected at all times to provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.

**Conduct**

Employees must at all times abide by Trust policies and procedures and the terms of their contract of employment. They must conduct themselves with impartiality, integrity, objectivity and honesty and maintain high standards of personal and professional accountability.

**Performance**

Employees are expected to demonstrate commitment to the Trust by ensuring regular attendance at work and efficient completion of duties.

**Risk Management**

Employee must ensure that they comply with any risk management responsibilities specific to their post, and as set out in the Trust’s Risk Management Strategy.

**Governance**

The Trust is committed to the development and implementation of systems under Integrated Governance to ensure continuous improvement in the quality of services provided. Employees will be expected to co-operate and work with such systems.

**Records Management**

All employees of the Trust are legally responsible for all records held, created or used as part of their business within the Trust including patient/client, corporate and administrative records whether paper based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Data Protection Act 1998. Employees are required to be conversant with the Trust’s policy and procedures on records management and to seek advice if in doubt.

**Confidentiality**

All information concerning patients and staff must be held in the strictest confidence and may not be divulged to any unauthorized person.
Equality & Human Rights

Employees must ensure that equality and human rights issues are addressed within the post holder’s area of responsibility in accordance with the Trust’s Equality Scheme.

Health and Safety

Employees should note that under Health & Safety at Work Legislation they are required to take all reasonable steps while at work to ensure their own health and safety and the health and safety of those who may be affected by their acts or omissions at work.

Smoking, Alcohol & Health

The Trust operates policies on smoking, alcohol and health.

Environmental Cleanliness

The Trust promotes a culture of cleanliness and has adopted a partnership and collaborative approach that recognises cleanliness as the responsibility of everyone, cascading throughout every level of the organisation.

The Trust is an Equal Opportunities Employer.

The duties and responsibilities outlined in the above job description are not intended to be definitive nor restrictive, and may be amended to meet the changing needs of the Trust.

FEBRUARY 2011