

# Willen Hospice & Willen Hospice Ventures

## Job Description

<b>Job Title:</b> Cook <b>Job Band:</b> B	<b>Department:</b> Catering
<b>Reports To:</b> Catering Manager	<b>Hours:</b> 35
<b>Main Purpose of the Job:</b> <i>Basic reason for, and purpose of, the position</i> As part of the Catering Team, provide a full catering service to the Hospice, including the preparation and cooking of meals for patients and staff.	
<b>Key Accountabilities:</b> <i>Key points that you will use to measure a person's success in this role</i> <ol style="list-style-type: none"><li>1. Preparation and serving of breakfast/lunch/evening meals for patients, relatives and staff; making daily cakes and biscuits.</li><li>2. Follow all H.A.C.C.P procedures and paperwork is followed and filled in correctly on a daily basis raising any concerns with the catering manager or deputy as soon as possible.</li><li>3. Assist with maintaining the hygiene standards in the kitchen and surrounding areas, ensuring the kitchen is left clean and tidy at the end of service as well following and filling in the cleaning rota as required.</li><li>4. Produce the daily menu in a safe and timely manner ensuring that food is non-injurious ensuring dietary needs are met.</li><li>5. Fulfil requests for Functions including fundraising and volunteer events.</li><li>6. Work collaboratively with other members of the Hospice teams as well as other members of the catering team, volunteers and ward hostesses, ensuring standards and systems are maintained.</li><li>7. Operate within the Organisational Policies and Procedures, (including Health &amp; Safety, Clinical and HR Policies), and comply with legal requirements such as Environmental Health and HSE.</li><li>8. Ensure food storage and disposal procedures are adhered to including putting orders away in a timely manner and using the FIFO principles.</li><li>9. Manage the Kitchen when on duty in the evenings and at weekends, including the supervision and induction of volunteers. In the absence of the Catering Manager this will include stock management and day-to- day operational issues.</li><li>10. Any other reasonable duties as requested by the Catering Manager or, in his/her absence, the Catering Team Leader, including providing cover for the Kitchen Assistant in their absence.</li><li>11. Support the work of the Hospice through an annual involvement in at least one 'extra curricula' activity such as a Fundraising or Marketing event; for example, a visit to a local school, or an event where the service is promoted or income generated.</li></ol>	
<b>Additional Responsibilities:</b> <i>(Unique to job holder, not core to generic role)</i>	

**Responsibilities of all employees:**

1. To operate at all times within the Willen values.
2. To work constructively with colleagues and stakeholders at all times.
3. To act as an ambassador for Willen at all times
4. To maintain confidentiality at all times.
5. To participate in annual Appraisal and attend any training identified.
6. To attend all mandatory training, e.g. fire training, moving etc.
7. To abide by the Policies and Procedures of Willen Hospice.

Employee to sign and return a copy of the Job Description to the HR Department in acceptance and understanding of the role requirements.

Employee's Name (Please print) ..... and signature .....

Date of Issue: .....

## Employee Specification Matching Form

<b>Job Title: Cook</b>	<b>Department: Catering</b>
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Consider the type of person required to perform in the role overleaf. Please indicate those requirements that are essential and those that are preferred on the form below:

	Factor	Requirement	Job Level
1	Communication & Relationship Skills	Daily contact with staff and patients to provide information regarding menus etc. Should be a team player, offering flexibility to meet organisations needs.	
2	Knowledge, Training & Experience	Catering knowledge. Likely to have C&G 706 1&2 or NVQ2/3 in catering and hold basic Food Hygiene Certificate. Other procedures and processes learnt on the job.	
3	Analytical & Judgemental Skills	May be required to provide alternative menu at short notice. Day to day operational problem solving, especially at weekends.	
4	Planning & Organising Skills	Day to day task planning, occasionally required to co-ordinate catering department in absence of manager.	
5	Physical Skills	Care when handling equipment, knives etc. Some requirement for speed and delicate work.	
6	Responsibility for patient or client care	Patient contact and provision of food information specific to needs.	
7	Responsibility for Policy/Service Development	Encouraged to suggest improvements to working practices etc.	
8	Responsibility for Financial & Physical Resources	Careful use of stock, stock rotation etc	
9	Responsibility for Human Resources	Required to train new staff and volunteers, and supervise kitchen assistants. Co-ordinate supper volunteers etc.	
10	Responsibility for Information Resources	Occasional use of pc to update stock management systems, temperature logs and email communications etc.	
11	Responsibility for Research & Development	May be involved with patient surveys etc	
12	Freedom to Act	Operates within clear guidelines, particularly around hygiene and food preparation. Manages the kitchen at the weekends as most senior team member on duty.	
13	Physical Effort	Some manual handling of food containers etc. Majority of time spent standing.	
14	Mental Effort	Work pattern can be unpredictable. Concentration required when following recipes, handling hot items etc	
15	Emotional Effort	Indirect exposure to distressing circumstances.	
16	Working Conditions	Hot kitchen environment.	