

## Volunteer Role Description

**Volunteer Title:** Catering Assistant

**Department:** Catering

**Volunteer Supervisor:** Chef Manager

**Essential requirements:** You will be required to complete a Standard DBS check

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**Aims:** To carry out duties in the catering kitchen, Orange Café and associated areas. These duties include service of food, cleaning of premises and equipment, preparation of food items prior to service and preparing cooked meals for individuals on the ward at lunch and supper for Ward. The post requires taking cash, via the use of cash tills. Pot wash and working in the catering stores area are both essential parts of the role. Full training is given before these duties are undertaken.

**When / Where:** Orange Café, Saint Francis Hospice (main site) hours to be agreed between 10.00am and 4.00pm, Mon - Fri

### Main Tasks:

#### Kitchen food preparation & service delivery

- Preparing relevant ward and café hot and cold foods such as the main meals of the day, soups, main meals, salads, sandwiches, cold & hot sweets etc. prior to food service.
- Preparing workstations for the safe preparation/service of meals being sure that all company policies and compliance procedures are followed.
- Prepare food for individuals in our care's meal trays prior to food service.
- Assisting chefs as and when required with food preparation in readiness for cooking.
- When necessary, assisting with taking items to and collecting items from ward and other departments as required and loading/unloading and movement of meal service trolleys.
- Carrying out cash handling duties in accordance with departmental policies and procedures following approved training.

#### Food safety and compliance

- Work to set Health & Safety and Food Safety policies and procedures.

- Cleaning kitchen premises including floors, walls, sinks, wash hand basins, work surfaces, cupboards etc. to the required hygiene standards. Cleaning large items of equipment including ovens, microwave, fryers etc. Washing of crockery, cutlery and other utensils and small items of equipment including trolleys etc.
- Maintain standards of food hygiene at all times to include relevant completion of legal and statutory paperwork and following company policy and food safety guidelines.
- Ensure high standards of personal hygiene in accordance with food safety legislation.
- Report any defects to foodstuffs, buildings or equipment that may pose a risk to food safety to a senior member of staff.
- To immediately report any incidents of pests to senior member of staff.
- Ensure that all day-to-day food safety due diligence records are completed timely and are filed correctly in readiness for processing weekly.
- Report with any serious food safety breaches in a reasonable, prompt and reactive manner and ensure that the Chef Manager is notified as soon as reasonably practical.

#### **Health and safety**

- Wearing the relevant and correct uniform, footwear and minimum jewellery in accordance with food safety legislation.
- The safe operation of a variety of equipment, e.g. ovens, fryers, mixers, Merrychef, dishwashers etc. in line with safety guidelines and relevant training.
- The correct use of knives and other cutting equipment as directed through in-house training and ensure that knives are well maintained and replaced where required.
- Adhere to and follow all company policies in relation to Health & Safety, systems of work, Control of Substances Hazardous to Health (COSHH) and manual handling.
- Report defects to buildings or equipment to a senior member of staff.
- Ensure and adhere to all relevant health and safety measures.

#### **Customer service**

- Be a client-facing representative of the catering offer at SFH, promoting an inclusive, friendly attitude to all catering service users.
- Taking direction from the Chef Manager, be sure that The Ward services are met in accordance with both the individual in our care and clinical expectations.
- Lead by example to promote excellent customer service and report any issues that arise e.g. complaints, menu, allergenic/PPDS queries etc.
- Ensure that all service users receive the best possible service by interacting and communicating to best practice standards at all times.
- Act in a courteous manner to all individuals receiving care, staff, visitors and work colleagues

**Skills and Experience:**

- Up to date awareness of Catering Procedures and Food Safety (desirable)
- Experience of working in the Catering industry in the last 3 years (desirable)
- Experience in a healthcare or hospice environment (desirable)
- Basic literacy and numeracy skills

**Personal Qualities:**

- Ability to work within a busy and at times stressful environment
- Ability to promote a professional attitude in all aspects of communication with customers (people receiving care, visitors etc.)

### How will my application be assessed?

**Informal Interview:** Following the return of a completed application form either the Voluntary Services Team or recruiting department will contact you to arrange an informal interview. This will be an opportunity for you to ask any questions about volunteering and for us to find out more about you.

**References and DBS Check:** As Saint Francis Hospice is committed to ensuring the safeguarding and wellbeing of the people we work with; you will be asked to provide 2 character references to support your application. A criminal record check will also be required for certain volunteering roles.

### Benefits

- We have a suite of mandatory training to ensure you are well prepared for your volunteering journey and to ensure the safeguarding and wellbeing of everyone at the hospice.
- A Volunteer Supervisor will be available to provide support, advice and guidance.
- The opportunity to meet new people and make new friends.
- Feel a sense of accomplishment through supporting the work of Saint Francis Hospice

### Equality and Diversity

The hospice is committed to the development of positive policies to promote equal opportunity and value diversity within the organisation; and has a clear commitment to equal opportunities. Volunteers are also expected to adhere to the hospice's policy on equality and diversity.

### Our Values

