

Catering Assistant

Job description and person specification

Your role

As a Catering Assistant, you'll support the Cook and/or Catering Manager to provide delicious, healthy and nutritious meals for the people we support.

You'll play a huge role in making *every day better* for adults living with complex needs.

The people we support are individuals – and we embrace that – so every day will be different.

That said, there are key things you'll be responsible for.

**Your role is likely
to include:**



Preparing and cooking nutritious meals and snacks

Good nutrition is an important part of staying fit and healthy.

As a Catering Assistant, you'll prepare and serve delicious and nutritious food throughout the day, under the supervision of our Cook and/or Catering Manager.

You'll perform all cleaning, washing and preparation duties in the kitchen, which might include emptying bins, cleaning freezers and mopping floors.

You'll create a relaxed and welcoming dining experience to promote good nutrition, and support our 'protected mealtimes' policy.

Promoting choice and independence through meal times

Life with Exemplar Health Care is all about choice.

The people who live in our care homes may have complex dietary requirements due to a medical condition.

Our Catering Assistants take the time to understand people's likes and needs, and provide suitable food and drink choices. This may involve preparing food for people who are vegan or vegetarian, who follow religious guidelines, or who require a soft food diet due to dysphagia.

You'll update dietary forms and keep accurate records. You'll escalate all compliments, feedback and complaints accordingly, and use them to improve the mealtime experience.

Ensuring health and safety

As a leading care provider, we're responsible for keeping everyone who lives and works in our care homes safe.

Our Catering Assistants carry out their duties safely, having regard for the health, safety and welfare of themselves and everyone else in the home.

You'll follow all policies and processes around 'best by' dates, chemical and equipment storage, food storage, fridge temperatures, food temperatures, uniform and waste disposal.

You'll clean and sanitize all food preparation areas to maintain good hygiene, and report any defects, damage, thefts, breakages or hazards that have the potential to cause harm.

Working as part of a team

Everybody at Exemplar Health Care works together to make sure we meet our people's broad range of needs.

You'll follow instructions from the Cook and/or Catering Manager (and/or person in charge) and inform them if you have any concerns regarding the kitchen or your duties.

General responsibilities

You'll also be responsible for:

- maintaining the high profile and positive reputation of the home within the community
- making positive contributions to all quality and best practice measures/processes

- demonstrating a positive and proactive attitude toward developing new digital knowledge and skills, embracing innovative technologies
- ensuring that people's and the home's property is safe at all times, reporting any lost property
- building great relationships with families, friends and visitors, sharing compliments and escalating concerns when required
- reporting all compliments, feedback and complaints
- reporting any defects, damage, theft, breakages and hazards that could cause harm
- complying with company policies and procedures
- undertaking appropriate learning and development to ensure compliance
- sharing and modelling the company values and expected behaviours
- acting in accordance with workplace legislation and requirements including health and safety, data protection and equality and diversity
- participating in the supervision process
- maintaining an awareness of your own wellbeing by recognising its importance, taking proactive steps to support and improve it, and effectively managing stress and anxiety to ensure safe, compassionate, and consistent care delivery
- participating in all employee engagement activities including team meetings as required and the annual colleague survey.

This job description may be reviewed. You also might need to carry out other appropriate duties as reasonably required.

Who you are

Just like the people we support, every member of our team is different and offers something new. Yet there are some characteristics you'll need to be a great Catering Assistant.

You'll be the kind of person who:

- has a keen interest in food and drink preparation
- has knowledge of food health and safety regulations and food hygiene requirements
- has great organisation and time management skills
- is able to work in a fast-paced environment
- treats people with dignity and respect
- is an excellent team player
- has great communication skills
- understands what safeguarding is and how you support people to keep safe
- recognises care homes can be challenging environments
- thinks on their feet and remains focused and calm in difficult situations.

Our values – and yours

The values we hold tell you what it's like to work at Exemplar Health Care. It's important every team member makes them part of everything they do.

To be a successful Catering Assistant, you'll need to show us you share our values:



Each of these values is crucial.

Yet no matter your role, we expect you to make life fun for our people and your colleagues.

To understand more about what fun means to us and how we make it happen, take a look at what we're up to on our [Facebook page](#).

Your qualifications and training

It's great if you have a good standard of education such as a GCSE in English and maths. But you don't need to have a qualification or have taken specific training to be a Catering Manager with Exemplar Health Care.

From the moment you join us, you'll be given the right support and you'll continue to learn on the job during your career with us. Some of the training you'll do includes:

- Control of Substances Hazardous to Health (COSHH)
- food hygiene
- health and safety.

Induction

Our welcome induction covers everything, from mandatory and statutory training to the things you need to know about the home you'll be part of.

You'll have training in key areas such as moving and handling, safeguarding, person-centred care, and infection prevention and control. Our Behaviour Support Team will also provide Exemplar Positive Behaviour Support training.

After that, you'll do a role-specific induction in your home, with the support of a buddy.

Ongoing learning

You'll have regular supervisions and performance development reviews with your manager.

Together, we'll celebrate your achievements, address any issues, and look at your progress and career aspirations.

You'll be given plenty of opportunities to learn more and advance your career, if you wish.

We ask that you:

- attend and complete your induction
- take part in all planned training we offer, both eLearning and face-to-face
- continue to learn on the job, especially during your first few months with us
- go to your supervisions and performance development reviews when your manager invites you
- commit to learning and keep your skills and knowledge up to date.

Who we are

At Exemplar Health Care, we provide nursing care for adults living with a range of complex needs arising from dementia, neuro-disabilities (including brain injuries and Huntington's disease), mental health conditions and physical disabilities.

We also have a number of registered services to support people with a learning disability.

Exemplar Health Care has more than 50 care homes across the UK, where the people we support, their needs and their stories are all different.

Yet in all of our homes, one thing remains the same: our Catering Assistants empower people to maximise their independence and live life to the fullest.



Our mission

To make *every day better* for the people we support, and our colleagues.



Our vision

That adults living with complex needs can access outstanding care and support, in a community-based home that's close to their family and friends and focused on their personal goals and outcomes.

Person specification

– Catering Assistant

	Essential	Desirable	How assessed
Qualifications			
Good general education		Y	Certificates
Personal qualities and behaviours			
Demonstrates the Exemplar Health Care values	Y		Application, interview
Flexible	Y		Interview
Motivated with a can-do attitude	Y		Interview
Caring	Y		Interview
Approachable	Y		Interview
Your skills			
Verbal and written communication skills	Y		Application, interview
Great team player	Y		Application, interview
Ability to build trust and rapport with people	Y		Application, interview
Time management and organisational skills	Y		Application, interview
Open to feedback and able to respond to requests and preferences	Y		Application, interview

	Essential	Desirable	How assessed
Job specific skills and knowledge			
Experience in a similar role		Y	Application, interview
Knowledge of food hygiene	Y		Application, interview
Knowledge of health and safety in kitchens	Y		Application, interview

If your application is successful, you'll be required to follow our data protection, health and safety, and safeguarding policies. Full training will be provided.

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work etc Act 1974 to:

- take reasonable care of your own health and safety and that of all other persons who may be affected by your acts or omissions at work
- co-operate with your employer to ensure compliance with health and safety legislation, policies and procedures
- observe and follow all health and safety rules, regulations and codes of practice
- recognise the rights of the people we support to take risks to promote their own recovery
- not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety or welfare, in pursuance of any of the relevant statutory provisions
- report all accidents, dangerous occurrences, incidents and hazards in line with company policy
- respect confidentiality relating to information gained through employment with the organisation and ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Exemplar Health Care is committed to safeguarding all children and vulnerable adults, and expects all colleagues and volunteers to share this commitment.

As an Exemplar Health Care employee, you have a duty to protect our residents and colleagues from any form of abuse or neglect.

When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act 2014, the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DoLS).

You'll learn more about safeguarding in your induction, but it might be helpful to do some research before you start working with us.

To comply with Exemplar Health Care's safeguarding children policy and abuse and safeguarding policy, all colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This requires you to:

- familiarise yourself, and comply with, local child protection procedures and protocols for promoting and safeguarding the welfare of children and young people
- familiarise yourself, and comply with, local multi-agency safeguarding vulnerable adults plans and procedures
- familiarise yourself, and comply with, protocols and systems for information sharing

- know how to report safeguarding concerns
- participate in required training and supervision
- comply with required professional boundaries and codes of conduct.

You'll learn more about safeguarding during your induction and will be shown all relevant policies and procedures.

Data protection

At all times, you must respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.

This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

You'll learn more about data protection, as relevant to your role, during your induction.