

JOB DESCRIPTION

Catering Services Assistant (Care Homes)

Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothians and Fife.

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA's continued strong financial performance provides the platform on which we will invest in homes that are fit for the future as well as developing and improving our customer services. Our customers are at the heart of what we do and we are creating a culture of continuous improvement in the services we deliver.

At VHA, people matter, not just our tenants but our staff. This is an exciting time in the organisation as we work together to shape and develop more customer-focussed services. We are committed to our customers, staff and our communities. These values inform our plans and decisions and underpin the delivery of our strategic objectives.

Working at VHA means working for an employer where people matter. It is important for our staff to be enthusiastic, genuinely caring and willing to learn.

| Job Purpose |
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| <p>Reporting to the Head Chef/Cook and based in the Care Home, you will work as part of a team who are passionate about providing a first class service and have a genuine interest in our residents, ensuring their comfort and wellbeing.</p> <p>You will assist with the preparation and cleaning in the kitchen and dining areas and prepare and serve food and beverages to residents, while maintaining a high standard of cleanliness.</p> <p>You will be able to work with colleagues from a variety of backgrounds with an approachable and solution-oriented style; keen to support and drive the development of a positive working culture across the organisation and able to represent the organisation in all that they do.</p> |

Key Responsibilities

- With guidance from the Head Chef/Cook you will assist with meal preparation, including preparing all vegetables, sandwiches, fresh fruit and fortified drinks as directed.
- You will prepare food trollies and utensils (ensuring these are adequately stocked) for meal services and where required take these to the allocated areas, promptly and at the agreed time, ready for meal services commencing.
- Following meal services, you will ensure that all food service trollies are emptied, food waste disposed of as directed, and trollies are cleaned thoroughly and stored in the appropriate area.
- You will sweep and mop the dining room and clean and polish dining room furniture after all meal services
- You will ensure that all crockery and cutlery is clean, free of stains/debris after washing and before being returned to their storage containers/areas.
- You will clean and set the dining room for meal times as required.
- You will carry out the cleaning rota as directed by the Head Chef/Cook, including daily emptying of grease traps, cleaning of store cupboards, shelves, equipment, fridges and cleaning fryers and ensure that cleaning schedules are signed and dated.
- You will participate in and contribute to deep cleaning process when required and ensure that cleaning schedules are signed and dated.
- You will check and put away deliveries as required and support the Head Chef/Cook with stock control as items are delivered and used on a daily basis to prevent wastage.
- As required you will ensure that kitchen surfaces and floor areas are clean and free of debris.
- You will carry out catering requirements for Head Office as required, delivering these to the appropriate location on time.
- You will deliver any additional meals/utensils etc to the dining room/unit as requested.
- You will ensure that all signage in place is followed and that wet floor signage is in place as required.
- You will be responsible for your own Health and Safety and those of others.
- You will ensure that your ELFY - Mandatory training and additional training requirements fulfilled, timeously.
- You will be responsible for the delivery of excellent standards of infection control being implemented across the catering service, in line with VHA Infection Control Policy and Procedure, Health Protection Scotland guidance and ensuring that all regulatory compliance is adhered too.
- Participate as part of VHA's response team as part of the business continuity response to major incidents such as fire and flood and our emergency on call rota.

Additional Responsibilities

Within organisational policies and delegated authority be responsible for:

- Inputting to your team systems, data and processes as required.
- Assessing and managing risk as it relates to you and your team objectives.
- Undertaking organisational training as required, including Health and Safety, usage of equipment required for the role, GDPR compliance and safeguarding etc.
- Ensuring compliance with all relevant policies and procedures.
- Providing accurate and timely management information relating to your team's performance and how this contributes to overall business performance.
- Providing additional cover within the team as requested when necessary.

Behaviours

- Be a role model for staff and stakeholders that will support our organisational aims and outcomes.
- Adopt a flexible style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a culture within your areas of responsibility that upholds the values of the organisation.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

VHA Values

- Inspire with positive smiles and words
- Say 'yes I can and I will'
- Celebrate age, experience and wisdom
- Do according to our customers' wishes and ambitions
- Treat people (everyone is a VIP) as we would a "loved one"
- Work hard, have fun and laugh
- Stay courageous, creative and ahead of the game
- Work with those that share our values

PERSON SPECIFICATION

| 1. | Qualifications | D/E | Evidenced |
|----|---|-----|-----------|
| | Basic Food Hygiene certificate | E | |
| | Intermediate food Hygiene | D | |
| | Moving & Handling Certificate | E | |
| 2. | Skills / Abilities | | |
| | Excellent verbal and written communication skills and ability to work effectively with a range of stakeholders | E | |
| | Office/ICT skills in relevant software | E | |
| | Organisational and administrative skills, ability to prioritise | E | |
| | Proven problem solving and the ability to meet deadlines | E | |
| | Ability to build relationships and create successful working opportunities | E | |
| | Ability to communicate with customers and deliver high customer service at all times | E | |
| | Ability to build confidence and motivate and improve performance and foster a supportive culture | D | |
| 3. | Experience | | |
| | Previous experience in a care setting | D | |
| | Previous experience of catering environment | E | |
| | An awareness of current Health and Safety requirements and able to take responsibility for your own safety and the safety of other members of staff | E | |
| | Experience of working in the not for profit / charity sector | D | |

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| 4. | Knowledge | | |
| | Knowledge and understanding of the needs of older people | E | |
| 5. | Behaviours | | |
| | Highly self-motivated with effective leadership style and a self-managing "can do" attitude | E | |
| | Determination and willingness to take on new challenges and responsibilities | E | |
| | Willing to challenge stereotyping, prejudice, discrimination and bias | E | |
| | Strong approach to performance management with the ability to define and measure outcomes of success | E | |
| | Able to deliver a vision of the future organisation | E | |
| | Willing to be flexible in working hours and able to travel as required | E | |
| | Satisfactory PVG Check | E | |