

JOB DESCRIPTION

JOB TITLE: Cook Band 1	REPORTS TO: Manager
DEPARTMENT: Housing and Care Services	SCHEME: Killowen
DATE: February 2024	REVIEW DATE: February 2025

ROLE PURPOSE:
 The post holder is accountable to the Manager for providing a catering service for Brookmount. This involves preparing, cooking and presenting high quality food quickly and efficiently. Additionally you will be responsible for ensuring the smooth running of the kitchen at all times and to supervise, mentor and motivate others with the key aim of delivering food to service users whilst promoting health and safety regulations combined with promoting their privacy, dignity, independence, choice and rights.

Key Competence	Key Activities
<u>Technical and Functional Expertise</u>	<ul style="list-style-type: none"> • To manage and oversee the operation of the kitchen within the scheme • To manage all food safety and HACCP monitoring records within the kitchen. • To manage and oversee the catering requirements for a minimum of 40 service users within the scheme • To undertake and monitor the ordering and stock control of catering supplies for the kitchen • To plan menus and to provide meals which reflect the nutritional and dietary needs of a minimum of 40 service users • To cook, prepare and present hot and cold dishes for a minimum of 40 service users • To fully establish effective food preparation routines. • To maintain the kitchen area to a high standard of hygiene that adheres to Health and Safety Regulations and Environmental Health Regulations. • To adhere to the above regulations whilst preparing meals. • To maintain Environmental Health Regulations and records pertaining to fridge/freezer, food temperatures and storage. • Ensure you follow workplace Health & Safety procedures and act to minimise the risk of harm in the workplace. • Ensure that all kitchen equipment is kept in safe working order and any faults are reported to the Catering Services Manager. • Undertake general kitchen duties including ensuring domestic duties are carried out and that appropriate cleaning products are utilised. • To adhere to other internal policies, procedures and guidelines as directly by the Association. • To meet and achieve RQIA objectives through promoting services and working standards of excellence. • To keep abreast of statutory requirements particular to catering. • To show and promote a commitment to the statutory duties under Section 75 of the N.Ireland Act 1998. • To effectively utilise IT when necessary to fulfil the administrative duties required of the job role such as menu planning, ordering stock and record keeping.
<u>Customer/Client Focus & Achieving Results</u>	<ul style="list-style-type: none"> • To plan work and carry out tasks without detailed instruction. • To make constructive suggestions, prepare for problems and suggest opportunities for constant improvement and development. • Utilise effective monitoring and evaluations systems to promote customer/client satisfaction at all times. • Continuously evaluates new technology as potential solutions to existing problems. • Maintain high standards despite pressing deadlines.

	<ul style="list-style-type: none"> • Regularly produce accurate, thorough professional work. • Actively participate in supervisions and performance appraisals with your manager. • To attend and participate in training and development as required. • To prioritise workloads combined with attaining budget, time and quality controls. • To ensure appropriate stock control mechanisms are monitored and maintained. • To meet with individual residents and residential staff to discuss dietary requirements. • Listen and respond effectively to any questions raised by residents or staff • Respond to requests for service in a timely and efficient manor. • Resolve any problems to the satisfaction of the resident or staff member. • Use a team approach when dealing with residents. • Commit to exceeding customer satisfaction. • Follow up to evaluate customer service. • To record and monitor any compliant or compliments about food and act accordingly. • To show courteous and willingness to help/assist all persons visiting the scheme.
<p><u>Team & Partnership Working</u></p>	<ul style="list-style-type: none"> • Work harmoniously with others to get the job done • Work collaborating with all staff and promote motivation and engagement at all levels. • Adopt a flexible approach with regards to your duties and working hours. • Fully participate in the 7 day rota system (including days and nights if required by the job role). • To be able to work collaboratively with staff, co-workers, peers, managers and residents. • To promote equality and diversity in working practices and maintain positive and constructive working relationships • To share critical information with all relevant staff • Treat all people with respect. • To ensure and maintain the Health & Safety of persons whilst undertaking duties.
<p><u>Performance & Professionalism</u></p>	<ul style="list-style-type: none"> • Demonstrate an awareness to learn and implement new skills and knowledge to completely fulfil the requirements of the job role. • Take ownership of your continuous professional development including participating and maintaining supervisions, development plans, appraisals and ongoing training. • Work with your manager to identify potential strengths and areas for development and set clear and challenging operational and developmental objectives. • Participate in all essential and recommended training as and when required. • Conduct yourself in a professional, caring, helpful and respectful manor at all times. • Maintain high levels of confidentiality at all times.
<p><u>Interpersonal Communication</u></p>	<ul style="list-style-type: none"> • Build momentum to get things done by communicating clearly and concisely to all appropriate staff. • Use negotiation skills and adaptability to encourage recognition of joint concerns, collaboration and to influence the success of outcomes. • To ensure confidentiality is maintained at all times. • Maintain appropriate written records of administration to include risks, finance and audits.
<p><u>Motivational Leadership</u></p>	<ul style="list-style-type: none"> • To ensure departmental issues are dealt with promptly and consistently. • Ensure that the Officer In Charge is made aware of ongoing performance issues. • Liaise with the Officer In Charge to report any reduction in staffing levels. • Co-ordinate workload within the kitchen and delegate effectively. • Conduct Return to Work Interviews, as required. • Conduct x3 monthly staff supervision sessions and liaise with Officer In Charges in doing so. • Maintain and update absence records as required. • Liaise with the Officer In Charge in respect of the authorisation of annual leave. • Identify and address poor staff performance, as appropriate.

	<ul style="list-style-type: none"> • To provide a supportive working environment whilst motivating and supporting others. • To provide a supportive working environment whilst promoting the achieving of individual, team and operational goals. • To respond to work situations as they arise and create novel solutions to problems. • Facilitate discussion and open communication forums when necessary such as staff supervisions and regular team meetings. • Liaise with other departments to promote success and achievement. • To coordinate work tasks which promote high levels of success and ensuring deadlines and changing priorities are met. • Understand and encourage and carry out the principles of integrated safety management • Continuously helps and coaches others in their professional development • Exhibit a “can-do” approach inspiring other kitchen staff to excel. • Encourage team spirit and moral at all times
<u>Miscellaneous</u>	<p>Adhere to the Association’s Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work</p> <p>No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post.</p>
<u>NOTE:</u>	<p><u>These key responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with Apex Housing and the Officer In Charge the duties may change from time to time to enhance the service.</u></p>