CATERING ASSISTANT
(Permanent, Full time)

Particulars of Office

1. The appointment is permanent, wholetime and pensionable.

2. Salary
   Remuneration is in accordance with the salary scale approved by the Department of Health and Children Current scale.

3. Superannuation
   The terms of the Voluntary Hospitals Superannuation Scheme and the Voluntary Hospitals Spouses and Children’s Scheme will apply to the position and superannuation contributions at the appropriate rate will be payable in accordance with the provisions of the scheme.

4. Duties
   The incumbent will perform such duties as are outlined in the attached Job Description.

5. Hours of Work
   The normal hours of work associated with the post are 39 hours per week usually discharged between the hours of 7.00am and 8.30pm on a Monday to Sunday basis. Flexibility may be required outside these hours on occasion and such a request will be made in a timely manner where possible.

6. Probation (delete as appropriate - inserted for permanent status only)
   The successful candidate will be appointed initially for a probationary period of 6 months. During the probationary period, progress or otherwise will be monitored and at the end of the period, the service will be;
   a. Certified as satisfactory and confirmed in writing;
   b. In certain circumstances this period may be extended and in such case you will be advised in writing of this and the duration of the extension.

7. Retirement
   No age restrictions shall apply to a candidate except where he/she is not classified as a new entrant (within the meaning of the Public Service

Reviewed by the Catering Manager 9th November 2016
Superannuation (Miscellaneous Provisions) Act, 2004). In this case the candidate must be under 65 years of age on the 1st day of the month in which the latest date for receiving completed application forms for the office occur. Continued employment is conditional upon capacity and conduct of the employee.

8. Annual leave
The annual leave entitlement for the post is 23 working days per year. You are entitled to pro-rata of this amount based on the hours you work.

9. Sick Leave
Payment of salary during illness will be in accordance with arrangements as approved from time to time by the Department of Health and Children.

10. Termination of Office
The employment may be terminated at any time by four weeks notice on either side except where circumstances are dictated by the Minimum Notice and Terms of Employment Act 1973/77. The Management’s right under this paragraph shall not be exercised save in circumstances where the Management is of the opinion that the holder of the office has failed to perform satisfactorily the duties of the post or has misconducted himself/herself in relation to the post or is otherwise unfit to hold the appointment.

11. Garda Vetting Checks
Arrangements have been introduced, on a national level, for the provision of Garda Vetting Checks in respect of candidates for employment in areas of the Health Service, where it is envisaged that potential employees would have substantial access to children or vulnerable adults in the course of their duties. Garda vetting is done for the protection of these groups and the National Rehabilitation Hospital reserves the right to revett employees at any future point, as deemed appropriate by Hospital Management.

12. Confidentiality
In the course of your employment you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised person can obtain access to them and must be kept in safe custody when no longer required.

13. Hygiene

Reviewed by the Catering Manager 9th November 2016
During the course of employment staff are required to ensure that the hospital’s hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital’s Hygiene processes. Hygiene is a fundamental component of the National Rehabilitation Hospital’s quality system to ensure the safety and well being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

14. Policies / Legislation

All Hospital policies and procedures form an integral part an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital’s ethical codes of practice.

Employees are required to abide by the hospital’s code of behaviour and the code of practice as defined by their relevant professional body.

15. Disability Census

As part of the NRH’s commitment to supporting the employment of people with disabilities and to comply with the requirements of the Disability Act 2005, all staff are required to inform the Director of Human Resources Ms. Olive Keenan, of any personal disabilities, if any. This information is only requested in the event that appropriate arrangements must be put in place during the course of one’s employment and will be stored in compliance with Data Protection Legislation.
CATERING ASSISTANT
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Job Description

1. Qualifications
The candidate must, on the latest date for receiving completed application forms for the office, possess:

- Course in food hygiene & safety
- HACCP course is essential
- Previous experience is desirable

2. Health
Candidates or any person holding the office must be free from any medical condition which would render them unsuitable to hold the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

For the purposes of satisfying the requirements as to health, it will be necessary for each successful candidate before he/she is appointed to undergo a medical examination by a qualified medical practitioner to be nominated by the Chief Executive or designated officer. Any irregularities reported as a result of this examination which render the incumbent unsuitable for the post must be remedied / addressed before appointment.

Health Promotion – The Hospital is committed to promoting healthy lifestyles for both patients and staff. Staff are expected to participate in initiatives to support better health and well-being in line with the Hospital objectives.

3. Character
Candidates for and any person holding the office must be of good character.
CATERING ASSISTANT  
(Permanent, Full time) 
Job Description

Title: Catering Assistant

Purpose of the Position: To provide an efficient and courteous service to the patients, staff and customers in accordance with Polices and legislation.

Accountable to: Catering Manager and his appointee

Liaison/Communication: The proper performance of these duties will require communication with the manager and staff throughout the hospital in the course of their normal duties and responsibilities
CATERING ASSISTANT
(Permanent, Full time)
Job Description

Overview of the role
• The catering assistant will be accountable for ensuring that the Patient, Staff and Customer are served within the policies of the Hospital.

• He/she will be expected to report any queries or problems back to the manager or person appointed by the manager.

ACCOUNTABILITY, DUTIES AND RESPONSIBILITIES

GENERAL ACCOUNTABILITY

• Be responsible for knowing their duties and the policies of the Hospital.

• Be flexible in moving through out the catering department in accordance with agreements reached.

• Ensure that a safe environment is maintained for staff and visitors in compliance with Health and Safety requirements and best practice.

• Being responsible for the day to day security of the work area to which assigned, with particular awareness of fire regulations and security arrangements.

• Keeping up to date with all relevant mandatory training for the department.

SPECIFIC ACCOUNTABILITY

• Maintain throughout the catering department a high level of service and hygiene standards in accordance to HACCP guidelines and hospital policy.

• Report to the Catering Manager any practices which don’t come under the hospital’s hygiene policy and which can cause problems to patients, staff and visitors of the Catering Department.
OUTLINE OF DUTIES AND RESPONSIBILITIES:

- To provide high standards of quality and safe service of food to Staff, Patients and Visitors of the hospital.
- To provide a friendly service to patients, staff and customers.
- To be aware of best practices of work for the Health and Safety of yourself and others.
- Be responsible for all aspects of cleaning in your area.
- Be responsible for keeping your equipment clean and report any defects to the Catering Manager.
- Ensure that all relevant documentation is completed clearly and accurate.
- To deliver food to the patients on the wards and patient canteen.
- Be sure to arrive on time for work and to take your breaks as per hospital guidelines.
- To clock in and out appropriately.
- Ensure that food is fresh and displayed appropriately.
- Ensure that the menus and food are displayed properly and are up to date.
- Ensure that there is an adequate supply of clean trays, cutlery, dishes etc in the canteens/coffee shop and ward pantry to meet the needs of the clients.
- Prepare and deliver all trolleys to meetings within the hospital campus.
- To wear a uniform and safety shoes at all times when in work. Uniforms must not be worn out side of work. Gloves and hair nets must be worn when preparing and serving food.
- Be aware of and adhere to the hospitals recycling policy and all other policies & procedures of the hospital.
- To stock your area daily for efficient service.
- To attend mandatory training for your area and other relevant courses to the post as necessary.
- To handle customer complaints efficiently and refer them to the supervisor/manager if further assistance is required.
- Cash handling ensure there is sufficient float available and perform cash duties.
- To be aware of allergen and calorie policy of the hospital.

Self-Development

The post holder is expected to:

- Maintain and update own knowledge and keep abreast of new developments, procedures and policies.
- Take responsibility for own learning and development. Participate in Mandatory Training and other training as identified by the Hospital for the proper performance of duties of the post.
- Participate with the established Hospital’s Annual Competency Assessment and review process.
PATIENT SAFETY & QUALITY

The NRH prioritises the delivery of quality and safe patient care under HIQA and other quality standards. It is the responsibility of all staff at all levels to ensure that the highest level of quality services required for each patient is maintained. If you have a concern regarding any issue of patient safety and well-being please bring this to the immediate attention of your manager.

Quality and Patient Safety supports the Health Service to deliver high quality and safe services to patients and service users. The post-holder is responsible and accountable to deliver a quality service that ensures patient safety. The post holder will work within a risk management framework that complies with the Health Information and Quality Authority (HIQA) National Standards and other quality standards as appropriate.

The extent of speed and change in the delivery of health care is such that adaptability is essential for all staff. The post-holder will be required to maintain, develop and enhance the necessary professional knowledge, skills and aptitudes required to respond to a changing situation.

This job description does not contain an exhaustive list of duties, and the post holder may be required to undertake additional responsibilities. It will be reviewed from time to time in order to adapt and develop the role, according to service needs and Hospital policies.

I agree that this position description clearly outlines the specific responsibilities and duties that are to be carried out as part of this role. I also understand that these represent the minimum requirements to perform the duties at the current level.

To be signed by the post-holder.

Employee Name: _____________________  Line Manager Name: ______________

Employee Signature: _______________  Manager’s Signature: _______________

Date: _____________________________  Date: _____________________________

Reviewed by the Catering Manager 9th November 2016