**Patient Dining Supervisor**

**HEALTHCARE**

JoB description

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| --- | --- | --- | --- |
| Position Title | Patient Dining Assistant | Department | Patient Dining |
| Generic Job Title | Patient Dining Assistant | Segment | Healthcare |
| Team Band |  | Location |  |
| Reports to | Senior Supervisor Patient Services | Office / Unit name |  |

## ORGANISATION StRUCTURE

Deputy Manager – Patient Services

Patient Dining Supervisors

Head of Talent

Patient Dining Assistant

#### Job Purpose

* To provide a high quality, efficient and responsive dietary meal service that fulfils the nutritional requirements, choice and expectations of the hospital patients
* Working with the Patient Dining team including the host service providing a positive catering experience to all patients at Stoke Mandeville Hospital carrying out a range of duties to ensure the effective operation of the service.
* All work must be undertaken in line with health, safety, security and Company and Trust policies and procedures

#### Accountabilities or “what you have to do”

* To maintain very high standards of cleanliness within the kitchen areas.
* To work as an integral part of the patient dining team in the overall delivery of the meal services.
* Completion of Host and Patient Dining Rostering including booking off and covering Annual leave.
* Use of Kronos system to ensure staff are all scheduled and paid correctly.
* To comply with all HACCP requirements, safe systems of work, risk assessments and operational procedures at all times.
* The post holder must at all times respect confidentiality of the information they handle, in particular information relating to diagnoses and treatment of Patients.
* The post holder will be expected to take a proactive approach to maintain personal and professional effectiveness, this includes a requirement to undertake all training as required to fulfil the requirement of the role.
* It is expected that as the service develops it may be necessary to vary the tasks and/or responsibilities of the post holder. This will be done in consultation with the post holder.
* To provide a prompt, efficient and responsive service to all requests received via the Helpdesk, ensuring compliance within agreed response times.
* Cooking of ad hoc meal requests are compliant within HACCP requirements and delivered to patient in a presentable layout.
* Provision of stock level information on a regular basis to ensure adequate dietary supplies are maintained at all times.
* Use of Saffron to upload patient meal data and kept accurate, extracting reports for the end of month.
* Control of production quantities and wastage within agreed targets. Highlighting to supervisors any adjustments required.
* Communicating with the ward host in advance of meal service with regard to any special dietary or special service requirements. Including relevant information for out of stock items and alternatives.
* To support the Patient Dining team ensuring all meals ordered are picked from the fridge and freezers and delivered in a timely manner.
* Unloading and stock rotation of all food goods in from suppliers.
* Reporting to supervisor any stock shortages.
* Food preparation and following standardised recipes and production methods at all times adhering to the advice of the Trust Dieticians/SLT teams.
* Labelling of dietary meals/supplements and snacks and ensuring these items are loaded on to the correct shuttles for transportation to the wards in time for each meal service.
* Any other duties required by Patient Services management or supervisor.

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* Cost per patient per day in line with budget
* Green Safegard Audits
* EHO reports in accordance with Food Safety and Health & Safety policies
* Feedback very good from Customer Satisfaction Survey

**ADDITIONAL INFORMATION**

**Health and Safety at Work Act**

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with the Trust to ensure that statutory and departmental safety regulations are adhered to.

**Confidentiality**

The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality and Data Protection.

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| --- | --- | --- | --- |
| Employee Name |  | Date |  |
| Employee Signature |  | | |