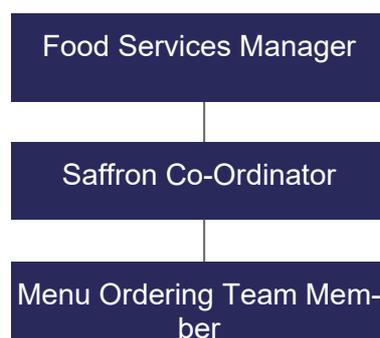


# JOB DESCRIPTION

Position Title	Menu Ordering Team Member	Department	Patient Dining
Generic Job Title	Patient Dining Food Service	Segment	Healthcare
Team Band	Band 2	Location	Manchester Foundation Trust
Reports to	Saffron Co-Ordinator		

## ORGANISATION STRUCTURE



### Job Purpose

To work as a key member of the Ward Team to develop and maintain the patient environment. To provide a high quality helpful, courteous menu ordering service using a handheld tablet, to meet the needs of patients.

### Main Tasks

- To assist in the daily ordering of patient's food for next day delivery.
- Be responsible for creating a printing reports to assist with the food delivery to ward level.
- The distribution of menu folders.
- Keep up to date with all special diet menus.
- Maintain a good relationship with all staff at ward level.
- Provide a bespoke customer service attitude towards patients, helping them chose their meals and offering suggestions.
- Liaise with ward staff to establish the patients who require a special diet or any patients with allergies.
- Adherence to all legislation and policies relating to patient meal service.

- Respond to any catering queries.

### **Training, knowledge and experience**

- Customer service experience is preferable.
- Computer literacy is key for this role.
- Previous Catering experience.

### **Decisions and Judgements:**

- The post holder can liaise with Senior ward staff, Head of Department or Domestic Supervisor at any time.
- The Post holder can make decisions as to the order of work at their own discretion to fit in with site procedures, priorities and patient needs whilst ensuring work schedules prepared by manager based on National Cleaning Standards /Contractual Specifications are adhered to as far as possible

### **Most challenging / difficult parts of the job:**

- Lack of communication of essential information which affects the completion menus, such as allergen information or special diet information.
- Patient Choice – Have to work around patients' needs and clinical provision of service.
- Working in an area with terminally ill/dying and/or aggressive patients.

### **Communication and Relationships:**

- The post holder will be in contact with all service users and Saffron Co-Ordinator on a regular basis face to face or telephone.
- On a regular basis the post holder will develop a close relationship with long stay patients and relatives. Dealing with Patient deterioration and Bereavement may have an emotional impact on the post holder.
- To respect and support peoples equality and diversity.

### **Governance**

The post holder will operate at all times to high standards of probity. This will include: -

- Complying with Health & Safety Regulations and COSHH.
- Complying fully with all policies and procedures in line with Trust policies and procedures.
- Complying with all current Hygiene Regulations.
- Complying with Standard Financial Instructions.
- Complying with the Data Protection Act. (Patient confidentiality)

**There may be a need for adjustments to the duties and responsibilities of the post as a result of changes to the delivery of patient services and as circumstances dictate.**

Version		Date	11/08/2021
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