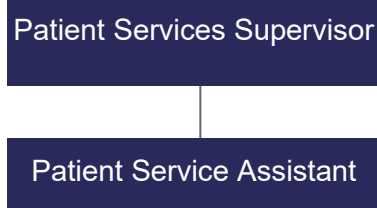


JOB DESCRIPTION

Position Title	Patient Services Assistant	Department	Parkview Clinic
Generic Job Title	Food Services Assistant	Segment	Healthcare
Team Band	Front Line –	Location	Site based
Reports to	Patient Experience and Food Service Manager	Office / Unit name	Parkview Clinic

ORGANISATION STRUCTURE



Job Purpose

The Patient Services Assistant, will act as a direct link between the kitchens , the patients and the ward housekeepers, ward managers, and the dieticians and will ensure high standards are maintained to meet service times and quality and quantity of food, within the Trust Expectations.

To Support the use and future development of the Patient Ordering Experience, currently via SAFFRON, the chosen system for ordering and to play a part in improving the patient experience though nutrition and food.

To maintain the highest standards of Food Hygiene and Safety at all times.

Accountabilities or “what you have to do”

- Ensure quality standards are achieved at all times.
- Rotation of stock to ensure quality of food delivered to patients at all times
- Decanting of frozen food, ambient and chilled food and snack boxes as required
- Transfer goods from refrigerated area as required.
- Sandwich prep, cook-chill methods, food preparation, portion control, stock rotation, wastage and follow recipes to required high standard in line with Company Procedures and Best Practice Ensuring quality standards are achieved at all times.
- Ordering of frozen and dry goods as required.
- Undertake weekly stock checks as required.
- Accepting delivery of bread and dairy products if required to wards on a daily basis and completion of relevant paperwork.
- Delivery of food distribution trolleys to the patient areas and day case wards, in a safe and timely manner, ensuring the quality and presentation of the food is preserved.
- Communicating with customers and work colleagues throughout the process of delivery of the service to ensure that customer needs are fully catered for.
- Assisting in supporting new staff during departmental induction and training.
- Undertaking all duties to comply with the department’s ISO 9001:2000 Quality system requirements, including the completion of temperature records and cleaning schedules and any other compliance as required.
- Ensure that company’s cleanliness standards are adhered to at all times in relation to kitchen equipment and surrounding area to include sweeping and mopping of floors.
- Respecting at all times the patients well-being and privacy and their legal right to confidentiality.
- Ensuring the safe operation of all equipment within the section and reporting of faults to the Senior Person on duty.
- Undertaking catering duties within other service areas as required.
- Attending in-house and external training courses required appropriate for the department, and adhering to all department and Trust policies and procedures and attending training sessions relevant to these.
- Any other duties necessary for the successful performance of the role.
- Delivery of special dietary requirements on a daily basis as produced by the Diet Chefs.
- Ensure Food sampling is carried out in line with Company Policy

Team Working and Training:

- Work in partnership with Sodexo managers, supervisors, client staff and colleagues.
- Support the Trust and Sodexo with further MAPLE deployment if required i.e. site visits from other Trusts or Sodexo implementation at other sites.

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

- Statutory- Safeguard Green Audit
- Financial- Stock levels consistent week-on-week and month-on-month;
- Statutory- EHO 4 stars and above and PLACE Scores in line with Trust Expectations
- Excellent Patient Experience Feedback
- Excellence in Food quality and Nutrition and Presentation

Dimensions

Financial	See above KPI's which are not exhaustive
Other	<p>Ensure 100% Induction programme for units under direct control</p> <p>Ensure 100% Training Record compliance for units under direct control</p> <p>Ensure 100% Right to Work compliance for units under direct control</p>
	<p>Irregular Duties-</p> <ul style="list-style-type: none"> • Relieve and assist in other establishments in certain circumstances if necessary. • Attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, or other irregularities and complete the necessary return and / or reports. • Attend meetings and training courses as requested. (Food safety level 3, Manual Handling, Health and Safety etc.)

Skills, Knowledge and Experience

Qualifications

- Basic Food Hygiene
- A Basic standard of IT skills
- Good standard of literacy and numeracy

Experience

- Experience of working within the NHS.
- Cook, chill, cook freeze, plated and bulk methods of production
- Experience of Catering/Patient Liaison;
- Experience of Patient Catering/Retail within a hospital .environment

- **Specific Skills**

- Effective communication and customer care skills with patients, visitors, customers, clients, and staff
- Strong interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
- Good time management and organisational skill
- A “Can Do” Attitude to the role.

- **Personal Qualities**

- Ability to respond quickly to problems
- Ability to take instruction from both line manager and clients
- Ability to achieve and set high standards and operate to performance criteria
- Self-motivated
- Sense of own initiative
- Empathy with patients and visitors
- High standards of personal hygiene
- Ability to work independently and as part of a team
- Ability to deal with stressful situations
- Positive approach to learning in role and identifying own training needs as appropriate
- Flexible approach to role includes weekends and bank holidays

Contextual or other information

- **Quality:** Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.
- **Confidentiality:** During the course of his / her duties, the potholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
- **Policies and Procedures:** The post holder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.
- **Health and Safety:** Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy. Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The work-force must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident / accident report forms.
- **Manual Handling** - Lift and manoeuvre light goods and equipment in accordance with manual handling regulations and good practice.
- **Equal Opportunities** - Carry out duties in line with Sodexo Equality policies and procedures, including relevant legislation, to deliver and promote equity of access to healthcare and equality of opportunity at work at all times.
- **Infection Prevention and Control** - Be familiar with and follow the Trust Infection Control Policies and designated hand hygiene procedures appropriate to your post. In addition you should take action to report your manager or appropriate person any incidents or poor practice that may result in the spread of infection.
- **Mandatory Training** - Be aware of and undertake mandatory and other training requirements necessary for the successful and safe performance of your job, including relevant updates.
- **Smoking Policy** - The Trust is "Smokefree". You may not smoke in Trust owned buildings or grounds.

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