

Job Description

Job Title	Grade/Salary
Cook	£25,000 (full time equivalent)
Accountable to	Responsible for
Head Chef	Volunteers

Job Purpose and Role

Reporting to the Head Chef, you will help prepare and serve high-quality, fresh meals and refreshments within the hospice café and patients, providing a welcoming and positive experience for patients, visitors, staff, and members of the public. The role involves maintaining high standards of food safety, cleanliness, and customer service, contributing to a friendly and supportive environment that reflects the values of the hospice.

Main Duties and key result areas

General duties	<ul style="list-style-type: none"> • Ensure that all food is stored, prepared, cooked, served and presented in accordance with Hospice standards. • Maintain the highest standards of cleanliness by adopting a ‘clean as you go’ philosophy. Ensure that the kitchen is cleaned and maintained in accordance with guidelines throughout the day. Always, in a timely manner, action any points raised from the Head Chef or management. • Rotating stock and storing food safely • To ensure staff are recording all temperature logs e.g. fridge & freezer temperatures, delivery temperatures & probing food before serving. • Ensuring that all areas, equipment and furniture are cleaned and stored correctly. • As part of the catering team, ensuring the kitchen and associated areas meet operational hygiene standards and comply with the Hospice’s policies and procedures. • Liaising with the wider team, including dietitians regarding dietary and planned meals
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Better Health
at Work Award
Silver Award

We're an
Age-friendly
Employer



Delivering to our Values

Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

Skilled

- Having and showing the knowledge, ability or training to work well
 - Seeking opportunities to learn from a wide range of sources
 - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.
- Fulfil obligations in relation to safeguarding, namely: recognising possible abuse, including knowing what abuse is, what to look out for, and how to be vigilant at all times. Respond quickly and appropriately to possible concerns. Sometimes a concern is obvious, sometimes it is not. Report my concerns to the appropriate person to ensure that me and my organisation does everything possible to keep our patients and people safe and supported and record my observations and concerns, including the actions I and others have (or haven't) taken.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.



Signed

Date

Print name



Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Good organisational and team work skills	E
	Good customer care skills	E
	Basic numeracy and literacy skills	E
Knowledge & Experience	Knowledge of COSHH and HACCP	E
	Working within a Palliative Care or Care setting	D
	Previous experience working within a commercial kitchen	D
	An understanding of dietary needs within a palliative care setting	D
Education & Qualifications	Relevant Catering Qualification	D
	Food Hygiene Certificate	D
	Advanced Food Handlers Certificate	D
Other	To be prepared to develop skills further	E

