

JOB DESCRIPTION

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| Job title | Cook |
| Sector/Function | Service Performance |
| Department | Catering Service |
| Reports to | Catering Manager |
| Grade | 2 |

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| Job purpose | To provide catering services to Service Users whilst remaining within Turning Point policy, procedures, and budget. To promote wellbeing and healthy life choices among service users. |
| Key accountabilities | To maintain a high level of quality in service provision by:- <ul style="list-style-type: none"> ▪ Meeting quality expectations and agreed performance criteria ▪ Contributing to the continuous improvement of the service |
| | To continuously review own performance and development needs to assist growth and development by:- <ul style="list-style-type: none"> ▪ Meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. ▪ Participating in training and other development opportunities as agreed within the Performance Management process. ▪ |
| | To ensure a safe working environment for self and colleagues by:- <ul style="list-style-type: none"> ▪ Ensuring good standard of housekeeping is maintained with own area ▪ Ensuring risk assessments are completed when appropriate ▪ Taking personal responsibility for own safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained ▪ Complying with all Health & Safety policies |
| | To ensure compliance with internal and external standards and codes of conduct by:- <ul style="list-style-type: none"> ▪ Meeting all regulatory requirements ▪ Complying with Turning Point's Code of Conduct, policies and procedures ▪ |
| | To undertake any other duties reasonably requested by the line manager |
| | To proactively deliver a high quality/person centred catering services that meets the needs of the service users by:- <ul style="list-style-type: none"> ▪ Promoting peoples' rights and responsibilities ▪ Working as an effective member of the team ▪ Providing advice and information to Service Users and others where appropriate ▪ Preparing and delivering well balanced menus to quality standards taking account of any dietary needs ▪ Ensuring record keeping is maintained to the required standard at all times and contributing to service monitoring requirements ▪ Ensuring full risk assessments and risk management is delivered effectively ▪ Ensuring that work is undertaken in line with Health & Safety requirements and hygiene is maintained at all times |

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| Dimensions | Direct reports | | Catering Manager |
| | Internal and External contacts | | |
| | <i>Contact group</i> | <i>Frequency</i> | <i>Purpose</i> |
| <ul style="list-style-type: none"> ▪ Service Users ▪ Supervisor ▪ Carers/Friends/Family members ▪ Regulatory bodies | <ul style="list-style-type: none"> ▪ Daily ▪ Daily ▪ As required ▪ As required | <ul style="list-style-type: none"> ▪ Provide support and guidance. Ensure service delivery effectiveness and user involvement/consultation ▪ Guidance, support, advice and provision of information ▪ Discussions regarding dietary requirements ▪ Service monitoring and review | |

PERSON SPECIFICATION

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| Personal effectiveness | Essential |
| | <ul style="list-style-type: none"> ▪ ▪ Monitors the food budget ▪ To plan food shopping around weekly menu plan and advise the administrator ▪ To control stock and provisions |
| Technical effectiveness | Essential |
| | <ul style="list-style-type: none"> ▪ Proven verbal and written communication skills ▪ Computer skills ▪ Collaborative team working skills ▪ Adaptable and able to work in a challenging and changeable environment ▪ Ability to deliver against agreed objectives/targets |
| Acquired experience | Essential |
| | <ul style="list-style-type: none"> ▪ Display an awareness of and understanding of a person-centred approach ▪ Display an awareness of current legislation that impacts upon and influences service delivery ▪ Able to cook and prepare a variety of fresh nutritious lunch and evening meals. ▪ Making sure that all food at point of service is of the highest quality. ▪ Ability to knowledge of dietary food preparation including special diets.(desirable) ▪ Ability to prioritise workload and use initiative so as to work effectively with minimum supervision. To work as part of a team and alone ▪ Responsible for high standards of food, hygiene and health and safety. ▪ Experience of kitchen management and budget control ▪ Experience of catering within a residential home (Desirable only) |
| Qualifications | Essential |
| | <ul style="list-style-type: none"> ▪ Possess the City & Guilds/706/1&2 or equivalent NVQ ▪ Food Hygiene |

