



*Being there for you  
and your family*

## **JOB DESCRIPTION**

**JOB TITLE:** Catering Assistant

**RESPONSIBLE TO:** Head Chef

**HOURS OF WORK:** Per contract

**LOCATION:** LOROS Hospice, Groby Road, Leicester

### **JOB PURPOSE:**

To be the daily interface between our service users, clinical teams and kitchen to assist the Catering & Hospitality Services Manager and Chefs to deliver quality catering and hospitality services to the following key areas and customers including patients, staff, visitors and contractors:

- Breakfast, Lunch and Evening Meals for our 31-bed inpatient ward
- Lunch and high tea for our Day Therapy patients – weekdays only
- Hospice café service as delivered by Volunteers
- Special events and functions for our patients i.e. onsite weddings

You will be an important link between the patients, nursing teams, catering team, volunteer co-ordinators, and volunteers.

You will direct and support a team responsible for taking patient food orders. You will provide them with information and guidance on identifying which patients require assistance to eat and any special dietary requirements. You will be the source of menu knowledge to the patient facing teams, so an understanding of allergens and ingredients is vital to this role.

You will also support volunteer catering assistants running the Hospice Café with cover if required, standard setting and maintaining and best practise.

You will be responsible for ensuring the day therapy orders are taken by the DT CA, and will ensure that menu and presentation standards are adhered to when food is plated up and presented to the patients.

This will enable us to go the extra mile to ensure that patients and visitors get the best hospitality service possible whilst at LOROS.

### **DUTIES AND RESPONSIBILITIES:**

1. Manage the day to day (shift) management of the volunteers, liaising with the volunteer co-ordinator(s) to ensure shifts are covered.
2. On a daily basis liaise with the ward and day therapy to understand patient's dietary requirements and any new admissions/discharges.
3. At the start of each volunteering shift, welcome and brief the volunteers in preparation for starting work communicating essential information for that day.
4. Where patients on the in-patient ward do not want any of the meals on the main menu offer an alternative, ask them what they would like and ask the chef if this is possible.
5. Be the main interface between the kitchen and the clinical areas
6. Ensure all meals delivered to the patients are correct and as per order/requirements
7. Where patients are not ready to receive their meals check at regular intervals to see when they are ready and arrange for this to be heated up and taken to the patient.
8. Assist the kitchen with the support of the volunteers with the collection of breakfast, lunch and evening meal pots, so the patient's bedside tables are clear outside of meal times in a timely manner.
9. Proactively walking the in-patient ward to ensure good hospitality is received.
10. Display excellent customer service standards and practises at all times, promoting this practise within the volunteers.

## **Hospice Café**

To support the volunteers in delivering the food offer during the agreed opening hours of operation.

1. Help ensure that the highest standards of cleanliness, food preparation and presentation are maintained to the required standards at all times.
2. Help control food costs within the Snack Bar through training in the correct portion sizes and economical use of all food items and wastage at all times.
3. Support and mentor the volunteers with food preparation and presentation and customer service training.
4. Assist in the management of the department Cash Handling, Till Systems, Stock Control, processes and procedures.
5. Ensuring correct and clean uniform and safety wear is worn at all times.
6. Ensure the social area is cleared of pots and tables wiped at regular intervals by the volunteers.

7. To assist and support the Catering & Hospitality Services Manager in the development of new products and offers.
8. Ensure that the highest levels of customer service are displayed at all times by all members of the catering team towards patients, staff, volunteers, contractors and visitors.

### **Hospice Special Events**

1. Occasionally at the hospice we will provide hospitality for weddings held on site, birthdays, anniversaries etc for our in-patients. You will be supporting the Catering & Hospitality Services Manager and co-ordinating with the Operations Team in setting up an area for the event.

### **Food, Health and Safety / Legislative Compliance**

1. Ensure that all work areas and equipment are in excellent working order / repair at all times and managed in line with LOROS guidelines and Health and Safety procedures. All departmental maintenance is reported and managed in a timely manner, reporting and recording notable repairs to the Operations Team and inform Catering & Hospitality Services Manager.
2. Assist with the control and management of the standards of cleanliness and hygiene within the Hospice Café area.
3. Arrange for volunteers training and development with the Catering & Hospitality Services Manager for example allergens, food hygiene.

### **Human Resources**

1. Assist in the recruitment and selection of volunteers to ensure sufficient number of volunteers to deliver all of the services above.
2. Ensure all volunteers receive full induction and training to the agreed standards i.e. Food Health and Safety, Fire etc.
3. Training and supporting our volunteers with taking food orders, understanding various dietary requirements, how to interpret menus, various portion sizes etc. is an essential part of the role.
4. Report to the Catering & Hospitality Services Manager any complaints or issues relating to performance.
5. Support all Volunteers in training Food Health and Safety, Fire etc.

## **GENERAL:**

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

To observe the hospices Equality, Diversity & Inclusion Policy and Statement which states our commitment to treating everyone with dignity and respect, irrespective of their protected characteristic.

- Promote equality, diversity and inclusion in working practices by developing and maintaining positive working relationships that ensure colleagues are treated fairly and have a voice by contributing to the development of fair and equitable working practices.
- Ensure that colleagues are treated fairly. Staff must ensure their behaviour does not constitute to discrimination and have a voice to challenge others behaving inappropriately and not in line with the hospice's values. Be supportive of colleagues or service users who wish to raise concerns about inappropriate practice's or experiences.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

**The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.**

Signed..... Date.....  
**Postholder**

Signed..... Date .....

**Line Manager**



# Our vision and mission



## Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.



## Mission

(Our goals and activities in working towards our Vision)

**LOROS** is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

**LOROS** specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

**LOROS** contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

**loros.co.uk**

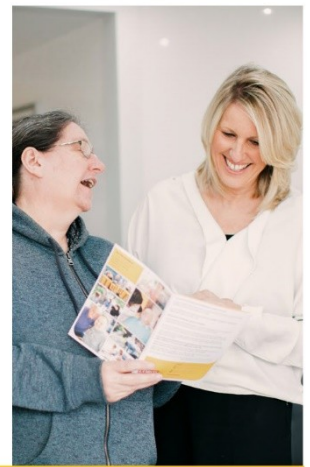
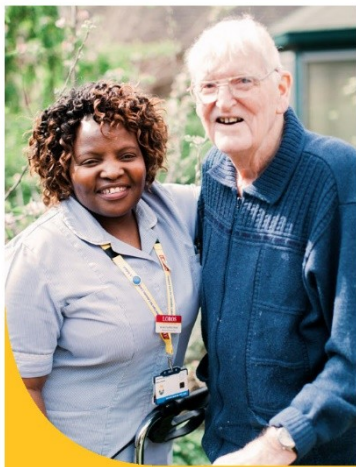
Registered Charity No: 506120

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*





# Our values and behaviours



## **Professional**

Showing respect to patients and families, as well as members of our community, staff and volunteers.



## **Focused**

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



## **Collaborative**

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



## **Compassionate**

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



## **Trustworthy**

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



## **Accountable**

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

# LOROS

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**loros.co.uk**

Registered Charity No: 506120

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# LOROS KEY FACTS

## MARCH 2021

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.

### £8.8M

Expenditure on patient care per year

### £6.4M

Minimum amount of **income** to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



### >2,959

No. of individuals receiving patient care from LOROS per year



Of whom  
**713**

admitted to  
Inpatient Ward



### 31

beds in  
Inpatient Ward



Average length  
of stay

### 14 days



### £593

Cost per bed/day  
including overheads



Cost per attendance  
for Day Therapy **£275**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.

### Cost per hour of running the charity



### £1,007



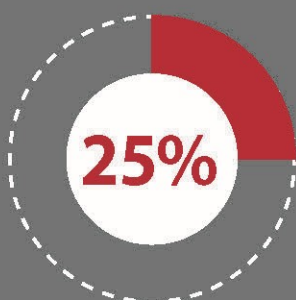
### 409

**328**  
FTE

employees

### 1,300

regular volunteers



Portion of  
expenditure covered  
by NHS



Portion of charity  
costs directed to  
care services

Deliver **1,516**  
hours of educational training a year



### 24,235

LOROS Lottery numbers



### 29

LOROS  
Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

Figures accurate as at 31st March 2020 | Source: 2019/20 Statutory Accounts and Clinical Dashboard

**loros.co.uk**

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