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**Catering Officer, Grade III**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | Catering Officer, Grade III  *(Grade Code: 4002)* |
| **Campaign Reference** | NRS04985 |
| **Closing Date** | Tuesday 31st October 2017 at 12 noon. |
| **Proposed Interview Date (s)** | Week commencing 4th December 2017. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | **St. Luke's Radiation Oncology Network, Dublin**  **Dublin Midlands Hospital Group**  There is currently one permanent whole-time vacancy available at this location.  A panel may be created for **St. Luke’s Radiation Oncology Network** to fill current and future, permanent and specified purpose vacancies of a full time or part time duration. |
| **Informal Enquiries** | Laura Birmingham,  **Email**: [laura.birmingham@slh.ie](mailto:laura.birmingham@slh.ie)  **Tel**: 01 4065061 |
| **Details of Service** | The unit operates a Catering service which provides all aspects of patient food requirements. There is a staff restaurant and a Café for visitors  The unit provides a service to Oncology patients and also transitional care patients.The service is continually changing and growing in line with current Catering guidelines. Service is provided to St Luke’s Hospital, Rathgar  The team comprises of a Catering Manager, Deputy Catering Manager 3 full time Catering Officer 3 and 1 part time Catering Officer 3. |
| **Reporting Relationship** | The post holder will report to the Catering Manager and will liaise with the Nursing, Dietitics and Speech and Language Departments. |
| **Purpose of the Post** | To direct, evaluate and supervise the Catering Service within St Luke’s Hospital.  To implement, monitor and audit food safety standards to ensure compliance with all current legislative specifications in all areas of catering within St Luke’s Hospital. |
| **Principal Duties and Responsibilities** | **Catering Services**  *The Catering Officer, Grade III will:*   * Be responsible for the provision of a high quality catering service to all customers and patients. * Develop good customer relations including surveying customer and patient opinions * Be responsible for the organisation of catering facilities including continuous menu planning in conjunction with the Head Chef to incorporate variety and choice of suitable foods to meet the nutritional/ dietary needs and personal requests of all service users, specialised diets, functions and the introduction of new menus as appropriate for patients and staff in conjunction with the Head Chef. * Liaise with the nursing staff, dietitians and speech and language therapists in relation to all aspects of catering services to patients. * Ensure catering services are operated within budget. * Participate in internal audits and other accreditation initiatives as may be required. * Attend daily/weekly operational meetings. * Organise and cost in advance, the provisions for special functions as required. * To monitor the quality of goods inwards where requested. * To participate in the review of all supplies to the Catering Department. * To ensure standards are met in respect of HIQA Nutrition and Hydration guidelines.   **Quality of Service**  *The Catering Officer, Grade III will:*   * Gather information from the wards in relation to patients’ meals; stock management; food waste; deal with customer queries and complaints when appropriate and report same to Catering Manager * Ensure that standards of service are maintained and all aspects of HACCP are fully implemented including organising ongoing staff training courses.   **Hygiene and HACCP**  *The Catering Officer, Grade III will:*   * Check that all areas are kept clean/in hygienic conditions and monitor cleaning schedules. * Ensure that all principles of HACCP are checked on a daily basis and weekly audits are carried out to test the effectiveness of the system. * Administer the HACCP system in all areas of the Catering Department in conjunction with the Head Chef and with each member of staff. * Ensure that all staff are aware of HACCP procedures/controls and are acting accordingly. * Ensure that proper work practices are adhered to in relation to food handling and food safety. * Liaise with contract cleaning companies to ensure that specified standards are maintained and report to the Catering manager where the terms of the contract are not satisfactorily met.   **Health and Safety**  *The Catering Officer, Grade III will:*   * Ensure that all staff are provided with, and wear, full uniform and personal protective equipment, including footwear. * Ensure that equipment and work areas/practices are safe, and that maintenance is carried out in a timely and regular fashion. * Report and take necessary action in the event of fire, an accident, stock damage and unfit food, and complete the necessary documentation/reports. * Comply with the cash handling procedures as agreed * Ensure all staff are fully aware and adhere to Fire Safety, Smoking Policy and Health and Safety Regulations. * Take necessary steps to ensure the security of all equipment, utensils, stores and offices. * Arrange courses in fire safety, manual handling, food hygiene and other relevant processes, in conjunction with the Catering Manager. * Keep the safety statement updated, and carry out safety and cleaning audits, to ensure that health and safety standards are maintained. * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **Supervision of Staff**  *The Catering Officer, Grade III will:*   * Supervise and liaise with all Chefs and Catering Staff. Ensure, in conjunction with the Catering Manager that sufficient staff are available each day on all shifts, to provide proper services. * Ensure that all catering staff and are adequately trained to provide a high quality service to all customers and patients. * To cover an assigned area of responsibility as per roster. * Ensure all staff adhere to the “Catering Department Dress Code Policy”. * Ensure all staff adhere to Departmental Policies and Procedures. * Maintain good communications within the department and encourage good employee relations including ensuring that staff are aware of and comply with personnel practices and procedures. * Deal with matters of staff discipline at local level and record same in relevant file and bring to the attention of the Catering Manager. * Be responsible for the monitoring and controlling of staff entitlements to leave; completing timesheets, absenteeism reports, and sick leave records, and returning them to the appropriate departments.   **Information Technology**  *The Catering Officer, Grade II will:*   * Be aware of modern developments within the industry, and assist in the introduction/implementation of new/updated technologies. * Operate existing/new/updated technology as appropriate.   **The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | Candidates must have at the latest date of application:  a) One of the following qualifications (or equivalent)  (i) A Degree, Diploma or Certificate in Hotel and Catering Management or Institutional Management granted by a recognised College after a course of not less than two years  or  (ii) A Diploma in Dietetics granted by a recognised College  and  b) At least one year's satisfactory experience in the direction and control of the catering arrangements for an institution or other establishment catering for a minimum of 200 persons per day,  or  c) A total of at least two years’ satisfactory experience in the direction and control or in assisting in the direction and control of the catering arrangements for an institution or other establishment catering for a minimum of 200 persons per day  and  d) The requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the office.  **Health**  A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **Character**  Each candidate for and any person holding the office must be of good character.  **Age**  Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs. |
| **Post Specific Requirements** | Demonstrate depth and breadth of experience working in a HACCP (Hazard Analysis and Critical Control Point) environment as relevant to this role. |
| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role.  Flexibility to work at weekends and cover colleagues leave etc; |
| **Skills, competencies and/or knowledge** | * Demonstrate evidence of the ability to empathise with patients, relatives and colleagues with dignity and respect. * Demonstrate ability to manage deadlines and effectively handle multiple tasks. * Demonstrate sound knowledge of up-to-date catering management skills. * Demonstrate the ability to plan and organise resources effectively in terms of running a busy catering operation * Demonstrate an ability to work with colleagues as part of a busy catering management team. * Demonstrate a strong commitment to maintaining work standards and delivering a quality service to service users. * Demonstrate flexibility and sound practical judgement and decisiveness in solving problems. * Demonstrate leadership and team management skills including the ability to work with multi disciplinary team members both inside the Department and throughout the Hospital eg; Nursing, Dietetics, SLT. * Demonstrate a commitment to on-going professional education and research. * Demonstrate good communication and interpersonal skills especially with regard to dealing with vulnerable patients and staff issues. * Demonstrate an ability to manage change. * Demonstrate effective team building and leadership skills. * Demonstrate an ability to delegate effectively. * Demonstrate innovation and creativity. * Demonstrate an ability to motivate self and others. |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.  Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”.  Codes of practice are published by the CPSA and are available on [www.hse.ie/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on [www.cpsa.ie](http://www.cpsa.ie). |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.  This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |



**Catering Officer, Grade III**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is permanent and whole-time.  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004. |
| **Remuneration** | The Salary Scale for the post is (as at 01/04/2017):  €26,753 - €28,585 - €29,614 - €31,650 - €33,378 - €34,891 - €36,354 - €38,329 - €39,764 - €41,209 - **€42,547 - €43,891 LSIs** |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage.  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Job Offer stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Persons Reporting Child Abuse Act 1998** | As this post is one of those designated under the Protection of Persons Reporting Child Abuse Act 1998, appointment to this post appoints one as a designated officer in accordance with Section 2 of the Act.  You will remain a designated officer for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |

1. A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)