

## **JOB DESCRIPTION**

### **Cook (Care Homes)**

Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothian's and Fife.

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA's continued strong financial performance provides the platform on which we will invest in homes that are fit for the future as well as developing and improving our customer services. Our customers are at the heart of what we do and we are creating a culture of continuous improvement in the services we deliver.

At VHA, people matter, not just our tenants but our staff. This is an exciting time in the organisation as we work together to shape and develop more customer-focussed services. We are committed to our customers, staff and our communities. These values inform our plans and decisions and underpin the delivery of our strategic objectives.

Working at VHA means working for an employer where people matter. It is important for our staff to be enthusiastic, genuinely caring and willing to learn.

<b>Job Purpose</b>
<p>Reporting directly to the Head Chef (in her/his absence the Care Home Manager), you are responsible for all aspects of the catering services to provide safe and nutritious meals for the residents living in the Care Home.</p> <p>Liaising with the Care Home Manager you are responsible for the provision of meals in accordance with agreed menus.</p> <p>You are responsible for the catering services team.</p> <p>You will be able to work with colleagues from a variety of backgrounds with an approachable and solution-oriented style; keen to support and drive the development of a positive working culture across the organisation and able to represent the organisation in all that they do.</p>

## Key Responsibilities

- Along with the care home manager you will manage and develop all aspects of the catering service in the delivery of nutritious, healthy meals, safely to our residents in your area of responsibility.
- You are responsible for delivering the catering services within your area of responsibility, working closely with the care home manger to the agreed budget.
- You will ensure that you and your team are trained to prepare and cook meals in accordance with the agreed menu, textured diet guidance and other special dietary requirements.
- Along with the Head Chef and or Care Home Manager, you will be responsible for the ordering of all stock requirements from centrally appointed suppliers, ensure stock is rotated and consumed within recognised timescales and meets day to day demands.
- You will be responsible for overseeing and implementing Food Standards Scotland Cook-Safe Manual, knowing the importance of good food hygiene practices and of the need to handle food in a safe, clean environment.
- You will be responsible for carrying out necessary audits, if requested to do so by the care home manager.
- You will ensure that all appropriate kitchen records are maintained, keeping records to evidence compliance with Cook-Safe as required by Environmental Health, Health and Safety and the Care Inspectorate.
- You will report all equipment and premises faults and shortages to the care home Maintenance Officer and Care Home Manager without delay to facilitate swift repair and/or replacement.
- At all times, you will maintain a consistently high standard of cleanliness to minimise the risk of spreading infection, ensuring that all Health and Safety training is put into practice and reporting incidents, accidents, and complaints to the Care Home Manager.
- Along with the Head Chef & Care Home Manager, you will support, induct and train new staff in all aspects of the working kitchen environment, ensuring that staff are trained in and understand Health & Safety and Food Hygiene, Infection Control, how to report concerns and supporting catering staff to understand the Cook-Safe and COSHH process's and their responsibilities relating to this.
- Participate as part of VHA's response team as part of the business continuity response to major incidents such as fire and flood and our emergency on call rota.

## Additional Responsibilities

Within organisational policies and delegated authority be responsible for:

- Your team systems, data and processes, including implementing, developing and integrating these as required.
- Assessing and managing risk as it relates to your team objectives.
- Alongside the Care Home Manager, contribute to planning and spending the services budget.
- Work closely with the Head chef to ensure a consistent approach is reflected within the care home catering service.
- All aspects of line management of the catering team including being involved in recruitment and staff training.
- Undertaking organisational training as required, including Health and Safety, GDPR compliance and safeguarding etc.
- Ensuring compliance with all relevant policies and procedures.

- Providing accurate and timely information relating to your team’s performance and how this contributes to overall business performance.

### Behaviours

- Be a role model for staff and stakeholders, showing energetic, determined, flexible and positive leadership that will support our organisational aims and outcomes.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Provide clear, authoritative and impartial advice and interpretation of complex situations.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

### VHA Values

- Inspire with positive smiles and words
- Say ‘yes I can and I will’
- Celebrate age, experience and wisdom
- Do according to our customers’ wishes and ambitions
- Treat people (everyone is a VIP) as we would a “loved one”
- Work hard, have fun and laugh
- Stay courageous, creative and ahead of the game
- Work with those that share our values

## PERSON SPECIFICATION

1.	Qualifications	D/E	Evidenced
	Intermediate Food Hygiene certificate	E	
	City & Guilds Qualification 706 Parts 1&2 or SVQ 2	E	
	Evidence of Continuing Professional Development	D	
2.	Skills / Abilities		
	Excellent verbal and written skills and the ability to work effectively and communicate with a range of stakeholders	E	
	A knowledge of office/ICT skills in relevant software	D	
	Strong organisational and administrative skills, and the ability to prioritise	E	
	Proven problem solving and planning capability with creative skills and the ability to meet deadlines	D	
	Self-directed, results driven and able to multi-task in a fast-paced, dynamic environment with continued attention to detail	D	
	Ability to build relationships and create successful working opportunities	E	
	Ability to deliver excellent levels of customer service at all times	E	
	Demonstrate digital approaches to all areas of your work	D	

	Ability to contribute to (& along with the Head Chef/Manager) and manage/monitor the catering budgets	D	
	Ability to build confidence and motivate and improve performance and foster a supportive culture	D	
3.	Experience		
	At least 3 years' experience of catering for large numbers (50+)	E	
	Experience of implementing Health and Safety requirements within a catering setting and able to take responsibility for your own safety and the safety of other members of staff	E	
	Experience of planning, creating and preparing varied and special diets	E	
	Experience of leading a team	D	
	Previous experience of working within Care Home services	D	
	Experience of working in the not for profit / charity sector	D	
4.	Knowledge		
	Knowledge and understanding of HACCP and how to implement a HACCP based system (Hazard Analysis and Critical Control Point)	E	
	Knowledge of Health & Safety legislation relevant to the role	E	
	Working knowledge of Food Standards Scotland Cook-Safe Manual	E	
	Good working knowledge of and ability to seek out new and innovative ways of working which improve services to customers to achieve measurable results.	D	
	Good knowledge of systems/equipment relevant to role	D	
5.	Behaviours		
	Highly self-motivated with effective leadership style and a self-managing "can do" attitude	E	
	Determination and willingness to take on new challenges and responsibilities	E	
	Willing to challenge stereotyping, prejudice, discrimination and bias	E	
	Work in collaboration to deliver a vision of the future organisation	E	
	Willing to be flexible in working hours and able to travel as required	E	
	Satisfactory PVG Check	E	