

## **JOB DESCRIPTION**

**Title:** Cook  
**Responsible To:** Care and Support Manager  
**Responsible For:** n/a  
**Date:** October 2018

### **1. GENERAL**

- 1.1. Under the general supervision of the Care and Support Manager, to carry out duties in a way that respects the rights and dignity of the individual and promotes independence. To work in accordance with the aims and objectives of the Extra Care Scheme and its policies and procedures.
- 1.2. To work as a member of the team, liaising with other employees as necessary to achieve the best service possible.

### **2. MAIN DUTIES**

- 2.1 To supervise, give on the job training and delegate to Kitchen Assistants, promoting high standards of hygiene, cleanliness, safety and efficiency.
- 2.2 To be knowledgeable of the Food Safety Act.
- 2.3 To keep all necessary records in order to comply with Environmental Health Regulations, including the recording of food temperatures on delivery.
- 2.4 To be knowledgeable in the use of all kitchen equipment.
- 2.5 To be knowledgeable in the cleaning of all kitchen equipment and assist with these duties.
- 2.6 To prepare good quality, nutritionally balanced meals, using fresh in season produce whenever possible, and ensuring attractive presentation for tenants (and staff when required).
- 2.7 To assist the Care and Support Manager with menu planning, providing choice and catering for special diets as required. To encourage tenants to discuss daily menus where appropriate and to be flexible according to residents' needs.

- 2.8 To manage foodstuffs in an economical and efficient manner, be aware of cost implications and work within agreed food budgets.
- 2.8 To be accountable for food stocks and ordering of food supplies in liaison with the responsible manager.
- 2.9 To ensure high standards of cleanliness are maintained at all times throughout the kitchen area, stores and outer corridor and maintain cleaning schedules.
- 2.10 To report any defects in equipment and building to your line manager.
- 2.11 To read and write notes concerned with tenants' dietary needs and records.
- 2.12 Contribute to other matters which need to be communicated between staff.

### **3. MISCELLANEOUS**

- 3.1 To attend team meetings, supervision meetings and training sessions and to ensure that any training needs, identified, are met.
- 3.2 To answer the telephone if a member of the Management Team is not available, to answer the door, greet visitors and confirm identity, ensuring that the appropriate records are updated.
- 3.3 To comply with CHS's Health and Safety policy and procedure.
- 3.4 To comply with CHS's Equal Opportunities policy and statement.
- 3.5 To comply with CHS's Schedule One Policy and Procedure (Housing Act 1996) relating to any possible conflict of interest relating to the business of CHS.
- 3.6 To participate in the quality assurance strategy to ensure that agreed high standards of care are always met.
- 3.7 To comply with all aspects of the CHS Code of Conduct and CHS behaviours
- 3.8 To comply with the CHS Equality and Diversity Policy Statement, actively seeking opportunities to recognise the value of diversity and ensure equality of opportunity in services delivered.
- 3.9 To carry out any other duties consistent with the nature and scale of the post as may be required from time to time to ensure the well-being of the tenants, the scheme, and to support the general running of the scheme.

#### **4.0 BEHAVIOURS:**

**Communication** – takes steps to keep others informed about what they need to know.

Keeps people properly informed

Communicates to people in the way agreed with them

Listens to comments that people make and takes them into account when communicating to groups or individuals

**Customer Focus** – seeks to understand the needs of internal and external customers and aims to exceed these consistently

Listens to and understands what customers have to say

Passes on relevant comments to the appropriate person when does not have the authority to handle the matter themselves

Has a clear plan as to what is expected to be achieved for their customers

**Flexible and Adaptable** – adopts a practical approach to achieve the required results

Looks for the benefits and ways a new idea might work before identifying potential problems

When it is necessary, is prepared to assume other roles

Listens to and discusses new ideas

**Teamwork** – works effectively with others and ensures team objectives are met

Shows understanding of colleagues when they are under pressure

Helps colleagues where possible when they are struggling

Acknowledges the good things others do

*As the needs of the organisation change, this role will change accordingly; therefore this document should be viewed as guidelines, which are subject to change.*