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**Job Description**

**Job Title** – Cook

**Company Role Profile:** OP3S

**Grade:** 4

**Responsible to** – Team Leader/ Locality or Assistant Locality Manager/ Registered Manager

**Purpose of Role**

To ensure the delivery of a high quality and professional catering service provision supporting the service delivery

To prepare, cook and serve food in accordance with defined standards and quality, working within CQC /OFSTED guidelines regarding current health safety and hygiene legislation and Health and Safety policy, with the aim of achieving high standards of customer care and good quality at low cost.

To assist in supervising Kitchen Assistant and Catering Assistants, ensuring that the agreed standards and targets are maintained.

To support the development of further business opportunities in relation to catering.

To support the development of knowledge and experience across all catering service areas to ensure efficient and effective service delivery.

**Scope**

Sunderland Care and Support provides a wide range of Adult Social care services, including:

* Sunderland Telecare
* Farmborough Intermediate Care Centre
* Recovery at Home Service
* Community Equipment Service
* Home Improvement Agency (including Handyperson Services)
* Community Resource Centres
* Short-break and Respite Services: 1 for children and their families, 2 for adults with learning disabilities and physical disability
* Supported Living Schemes
* Registered Residential Services
* Support Time and Recovery and Outreach Services
* Sunderland Shared Lives

The post holder will:

* Commit to the vision, core values and objectives of Sunderland Care and Support

**Sunderland Care and Support Mission Statement**

‘To *be a trusted provider in the delivering of high quality customer focused social and health care services’*

**Sunderland Care and Support Core Values**

**Primary Value**

The needs of the Customer come first

**Core Values**

* **Excellence-** Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
* **Teamwork-** Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
* **A good place to work-** enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee.
* **Excellenc**e- Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
* **Teamwork**- Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
* **A good place to work**- Enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee.

All employees of Sunderland Care and Support are expected to embrace the following principles that underpin the delivery of care and support

* **Care** - Our core business and the care we deliver helps the individual customer and improves the health of the whole community. Caring defines us and our work. Customers receiving care expect it to be right for them, consistently, throughout every stage of their life.
* **Compassion** - How care is given through relationships based on empathy, respect and dignity - it can also be described as intelligent kindness, and is central to how people perceive their care
* **Competence** - Means all employees must have the ability to understand a customer’s health and social needs and the expertise, clinical and technical knowledge to deliver effective care and support.
* **Communication** - Central to successful caring relationships and to effective team working. Listening is as important is the key to a good workplace with benefits for those in our care and employees alike.
* **Courage** - Enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.
* **Commitment** All employees of Sunderland Care and Support commit to improve the care and experience of our customers, to take action to make the company’s mission statement and value a reality for all

Sunderland Care and Support has also adopted t**he Skills for Care Workplace Principles** and expects every employee of the company to aspire to these key principles:

* Being accountable
* Making a difference.
* Focusing on detail.
* Delivering quality.
* Being completely honest
* Keeping promises.
* Being reliable.
* Being positive.
* Meeting deadlines.
* Helping others.
* Showing tolerance
* Being a great team member.
* Respecting company policy and rules, and respecting others.

**Key Tasks and Responsibilities**

**NB: This is not a comprehensive list of all duties and responsibilities but provides examples of the duties expected of the post holder.**

1. **Role Accountability**
	1. Plan and organise their own workload and that of the catering team to meet given priorities
	2. To plan prepare and produce relevant food and beverage in line with customer requirements and legislation.
	3. To pro- actively work in partnership with all stakeholders to promote healthy eating and support customers’ needs and requirements.
	4. Monitor, organise and maintain appropriate stock control levels in all areas including records of monthly stocktaking.
	5. To assist Managers in the delivery of a an efficient and effective person-centre customer service
2. **Service Delivery**
	1. To prepare, cook and serve food to meet the specifications as defined by the service.
	2. To assist in supervising Assistant Cook and Catering Assistants, ensuring that the agreed standards and targets are maintained.
	3. To meet all statutory requirements for CQC/ Ofsted and Local Authority Hygiene inspections.
	4. To promote and participate in an alert and proactive approach to Health and Safety in the delivery of all catering operation.
	5. Promote effective waste management within the kitchen.
	6. To keep abreast of new initiatives, systems and regulations through regular training.
	7. Safeguard people’s human rights at all times and ensure that the care and support provided, protects people and ensures their safety and well-being.
	8. Work as part of a team, to provide practical, emotional and flexible care and support, geared to the needs and goals of the individual, as identified within their Care Plan.
	9. Respect people’s culture, beliefs and preferences in all aspects of their daily life and within the care service that is delivered. For example: Menu planning and food preparation, personal care routines and religious practices.
3. **Maintenance**
	1. Ensure tools and equipment are in good working order and available for use.
	2. Ensure appropriate maintenance checks are completed
	3. Ensure Safe use of Tools and equipment

Ensure Breakdowns or faults are reported promptly

1. **Records and Reports**
	1. Respect people’s right to the confidentiality of information within legal and SCAS governance arrangements, policies and procedures.
	2. Ensure all records are accurate, legible, complete and up to date.
	3. Comply with data protection principles and respect the privacy of personal and customer information.
	4. Support people’s right to complain and respond positively to informal concerns.
	5. To meet agreed financial targets for meal and food planning and delivery
	6. To complete all relevant administration, purchasing, stock control, staff rotas and financial processes in accordance with company procedures.

* 1. Complete and comply with all administration processes, maintain training, cleaning and financial records and ensure compliance with procedures.
	2. Undertake to order, collect, balance and prepare banking of all monies and associated purchases where appropriate in accordance with company procedures.
1. **Health and Safety**
	1. Establish and maintain the trust and confidence of customers, their family and carers.
	2. Work as part of a support team, within a multi-agency framework, to ensure that the aims and objectives of the service and the needs of the person are met within in line with the care plan.
	3. Ensure all operational activities undertaken by the catering team are compliant with company and Health and Safety policies and procedures
	4. Ensure a Safe Working Environment
	5. Involve customers, their family and carers to review the service so that SCAS can continue to meet customer demand, provide excellent care and embrace innovation and change.
2. **Working Environment Context**
	1. Work flexibly on a rota basis, including weekends, bank holidays, night shift waking nights and sleep-ins.
	2. Work flexibly across all service areas, and in all geographical locations.
	3. Provide Operational Direction and mentoring to team members to ensure work is completed within prescribed frameworks , standards and timescales
	4. Assist with training and development of team members
	5. Escalate unresolved personal issues to appropriate manager
	6. Maintain good communication links and working relationships with all staff and customers and ensure that the appropriate customer complaint/compliments procedure is observed.
	7. Actively promote meal up take through the preparation, production and presentation of all foods to the highest standard.
3. **Professional Context**
	1. Undertake and meet the require standard of the Company’s Induction and Probationary Period
	2. Participate in and contribute to in-service learning and development opportunities identified for both professional and personal development within the job role. For example: attend regular team meetings, supervision and appraisal, e-learning and training.
	3. Develop knowledge and, skills, to use when working with vulnerable people.
	4. Honour and meet agreed work commitments.
	5. Act in a professional manner, in line with SCAS policies, procedures, it’s commitment to equality and sound value base of social care principles.

For example: promoting independence, individualisation, confidentiality, non-judgemental attitude.

1. **Other duties**
	1. The post holder is expected to be flexible in order to:
* Work in any service across Sunderland Care and Support
* Work in either the community or a building based service
* To co-operate with the duty rota schedule so as to ensure adequate staffing, and be flexible at times due to the changing needs of the service and the customers.
* Provide appropriate support and carry out other tasks and duties in line with their job role descriptions and the care and support plan.
* Attend regular team meetings, supervision and appraisal sessions.

**Duties and responsibilities of the Role**

This Role Description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties that are appropriate to their post and level.

This post may change over time to meet organisational requirements and the role description and key tasks may be changed after consultation with the post holder at any time.