

PERSON SPECIFICATION

The need to access social care services can be a stressful and difficult time for people.
 We will show empathy, sensitivity, compassion and understanding at all times.

Kind	Behaviour we expect	Behaviour we will not accept
	<ul style="list-style-type: none"> ✓ Treat everyone in a friendly, courteous manner, smile & make eye contact ✓ Help anyone who appears lost ✓ Listen to the wishes and preferences of service users ✓ Treat service users & colleagues with dignity & respect ✓ Understand people come from varied backgrounds; challenge bias, prejudice & intolerance 	
Safe	<ul style="list-style-type: none"> ✓ Follow THE FED's procedures for hand hygiene and infection control ✓ Maintain privacy and ensure confidential information is kept safe and secure ✓ Learn from mistakes & ask for support where necessary ✓ Respond promptly to call bells, telephones & other requests for help ✓ Ensure appearance is professional & name badge is visible ✓ Keep work area clean, tidy & pick up litter when you see it ✓ Use plain language & speak in English when carrying out duties 	<ul style="list-style-type: none"> ✗ Forgetting we are here to provide a service to people ✗ Criticising colleagues/disagreeing with them in front of service users, visitors and other staff ✗ Appearing unapproachable or moody ✗ Imposing personal beliefs and opinions on service users ✗ Blaming others/other departments for mistakes ✗ Wearing inappropriate dress/or having an unprofessional Appearance ✗ Being unsupportive of change/of new ideas for improvement
Excellent	<ul style="list-style-type: none"> ✓ Provide consistently high quality care & service ✓ Look for better ways of working to achieve improvements ✓ Respect service users/customers time; apologise & explain if we keep people waiting ✓ Question poor practice process & behaviour ✓ Access opportunities for learning & development ✓ Uphold the values and be proud to be part of THE FED 	<ul style="list-style-type: none"> ✗ Moaning and demoralising others without making an attempt to change things

PERSON SPECIFICATION**Post Title:** Catering Assistant**Department:** Catering

* Key: AF = Application Form C = Certificate

I = Interview

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
COVID Vaccination	From November 11th 2021 it is national requirement that anyone entering a care home to be fully vaccinated	COVID Pass		
Qualifications			Food hygiene certificate	C
			Catering and hospitality NVQ	C
Experience	Busy kitchen	I	Food preparation	AF
	Working in a team	I	Team leader	AF
	Basic food preparation, i.e. vegetables	I		
Personal Qualities	Can do attitude	I		
	Diligent	I		
	Takes pride in their work	I		
	To be reliable and trustworthy	I&AF		
Knowledge	COSHH	AF&I	Trained in COSHH	C
	Health and Safety	AF&I	IOSH or CIEH certificate	C
	HACCP	AF &	Food hygiene certificate	C
	Use of catering dishwashers	I	Use of dishwashers, and major catering equipment	I

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<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
Skills	Ability to assess what needs doing	I		
	Shows initiative	I		
	Good communication with all types of people from young to old	I		
	Willing to be involved with the team	I		
	English speaking	I		
	Basic numerous and literacy skill	I		
	Able to recognise and prioritise workload effectively, especially in an emergency situation	I&F		
	Attention to detail	I&F		
Additional Requirements	Confident to answer telephone and act upon requests efficiently	I		