

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 FJS'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 ✗ Moaning and demoralising others without making an attempt to change things
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 FJS 	

PERSON SPECIFICATION

Post Title: Chef

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>
Qualifications	City and guilds 706/1 706/2 or equivalent NVQ's	c		
	CIEH Food hygiene certificate Level 2 or equivalent	c		
Experience	Worked in kitchens		Contract catering, nursing home	AF
			Working in multi-site facility	AF
			Worked with elderly	AF
			Knowledge of kosher cooking	I
Personal Qualities	Team player		Empathetic to customers	
	Friendly		Positive attitude to work and colleagues	
	Conscientious about work productivity			
Knowledge	Basic menu staples i.e. cottage pies, lasagnes, soups and desserts etc.		Kosher food and kashrut laws	
			Dietary needs for the elderly	
			Menu planning and balance	

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
Skills	Work hygienically and safely in work	I	Health and safety trained Inc. COSHH, first aid	C
	Able to prioritise workloads without supervision	I	Able to work unsupervised	I
	Converse with colleagues effectively to achieve department aims and objectives	I	Team leader experience	AF
	Can cook tasty food		Letters of commendation from previous clients/customers	I
	In accordance with Part 7 of the Immigration Act 2016 (Fluency Duty), the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	AF / I		
Additional Requirements	Knowledge of Basic Health & Safety requirements	AF & I		
	Committed to providing excellent standard of service	AF & I		
	A sensitivity to the cultural and religious needs of Jewish people	AF & I		
	The ability to understand and behave at all times, towards residents, visitors and colleagues according to the Company's values.	AF & I		