Job Description

JOB TITLE:	**Domestic & Catering Officer**
GRADE:	**C**
POST NUMBER:	**D010300275**
DIRECTORATE:	**Health, Adults and Communities**
SERVICE:	**Create Community Hub**
RESPONSIBLE TO:	**Centre Manager/ Deputy Manager**
RESPONSIBLE FOR:	
	DBS Enhanced check required **This post is not politically restricted**
JOB SUMMARY:	*To undertake domestic duties throughout the day centre including the kitchen and laundry in order to provide a clean, safe environment for staff and service users and support in the preparation of meals and refreshments for service users.* *To provide personal care support to service users when required alongside Day Centre Officers.*
ROLE REQUIREMENTS:	
1.	To receive delivery of meals from the main kitchen and service users own 'packed lunches', ensuring correct temperature control, appropriate storage and the timely completion of relevant logs. To cook/reheat pre-prepared meals where provided by service users and serve when required.
2.	To ensure all areas including kitchen, toilets, offices, store rooms, staff rooms and associated accommodation are cleaned to a high standard, including a monthly deep clean of appliances and kitchen areas. Ensure that cleaning logs are completed.
3.	Support in maintenance of garden area

4.	Set and clear dining areas as required
5.	Ensure the dining area is swept and maintained to a high standard to avoid slips, trips and falls.
6.	Attend to washing-up and tidying away of crockery, cutlery and other kitchen utensils and cleaning of catering appliances.
7.	Prepare light breakfast and light snacks with refreshments during the day, ensuring that the food provided complies with the specific health/dietary needs of individual service users as per the centre log.
8.	Operate powered equipment including domestic-type laundry equipment, dishwasher, microwave and oven.
9.	Assist care staff with personal care needs of service users as directed. This may include: promoting eating and hydration; escorting to the bathroom and to other areas of the centre; assisting with clothing items, positive interactions and direction giving. Undertake at all times to work respectfully and collaboratively with service users and colleagues.
CORPORATE RESPONSIBILITIES	
10.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
11.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
12.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
13.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
14.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
PEOPLE	

15.	Engage in appropriate interactions and conversations with people living with Learning disabilities
16.	To assist Day Centre officers when required to communicate and engage with service users.
17.	To maintain an awareness of adult safeguarding issues and report any concerns in line with council procedures.
18.	Maintain confidentiality of service users and apply data protection requirements.
SERVICE	
19.	Record food, fridge and freezer temperatures and complete record of temperature checks as required by the Food Safety Act.
20.	Support management team in maintaining stock control of perishable food items and consumables in kitchen and rotation of stock (FIFO). Monitor best before/expiry dates and support in provision of items if necessary.
21.	Contribute, as an active member to a positive team culture, to achieve the objectives of the Create Community Hub.
PERFORMANCE	
22.	Maintain knowledge and skills by attending relevant courses and training opportunities such as working with people with dementia, domestic tasks, food safety and safeguarding.
23.	Attend supervision and team meetings.
24.	Ensure all duties and responsibilities are discharged in accordance with the councils Health and Safety at Work policy and procedures

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of		**Essential (E) or Desirable (D) (if applicable)**	**Method of Assessment A= Application Form T= Test I= Interview**
Knowledge	Knowledge of food hygiene. Knowledge of Health & Safety.		

	Knowledge of the needs of people living with dementia		
Qualifications & Experience	Experience of maintaining a clean working environment. Ability to use domestic & electrical cooking and cleaning equipment. Food Safety Level 2 qualification or willingness to complete this training. Basic IT skills or the ability to learn.		
Living the TOWER Values sets out the essential behaviours required of all staff.		**They are aligned to the organisation's five TOWER Values**	
We work **TOGETHER** across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Takes steps to get to know people within in the team and to build positive relationships with them. *Ability and willingness to support staff members with personal care of service users*		
We are **OPEN** and transparent	Takes the opportunity to contribute and be involved in change which affects their job. Uses effective listening and questioning techniques to understand the needs of others		

We are **WILLING** to challenge, innovate and be accountable	Takes accountability for delivering own work and contributing to that of team. Willing to listen and try something new so we achieve better outcomes.		
We empower each other to be **EXCELLENT** and go the extra mile	Understands how objectives contribute to the overall purpose of the council and is positive about the future. Does work, within own area, without being asked or told to do it, because they can explain the difference they have made		
We **RESPECT** all communities, they are the heart of everything we do	Is polite, helpful and inclusive towards people from our diverse community. *Ability to communicate effectively with service users, colleagues and families*		
Additional Requirements	To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible. To comply with the requirement to carry out a DBS check on this role.		