

**Pendleside
Hospice**

Care, compassion and support



JOB VACANCY

Chef

www.pendleside.org.uk

AWARDS & ACCREDITATIONS



Inspected and rated

Outstanding ★

CareQuality
Commission



Pendleside Hospice Chef

Hours: 37.5 per week (5 shifts) worked over 7-day rota

Salary: £23,777

Hourly Rate: £12.16

Thank you for your interest in the **Chef** position at Pendleside Hospice. We hope you find all the information you need in this pack to help you decide if you are the right person for this role.

Pendleside Hospice was founded as a charity in 1988, and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. It costs over £6 million to run Pendleside Hospice, of which £4.9 million needs to be raised through charitable donations.

We have an opportunity for a hardworking and positive individual to join our Catering Team. You will work 5 days per week over a flexible 7-day rota, including some weekends.

You should have a genuine passion for food along with excellent culinary skills. You should also have the ability to prepare tasty, wholesome meals from fresh ingredients and always be willing to go the extra mile.

At Pendleside Hospice, you will find a fantastic team spirit and a commitment to developing you and your skills so that you can choose a long-term career with us.

If you would like any further information with regards to this role, please feel free to have an informal discussion with me, Mark Scott, via telephone on 01282 440 100 or alternatively email mark.scott@pendleside.org.uk.

Thank you,

Mark Scott
Catering and Domestic Services Manager

About Us

Our Mission

Pendleside Hospice exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

Our Vision

Every adult with advancing long term and life limiting illnesses, and those most important to them, within our community, will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

Philosophy of Care

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

Our Aim

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

We achieve this through the five pillars of Pendleside:

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

Our Values

Our values underpin everything that we do:

Care

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect.

Compassion

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services.

Support

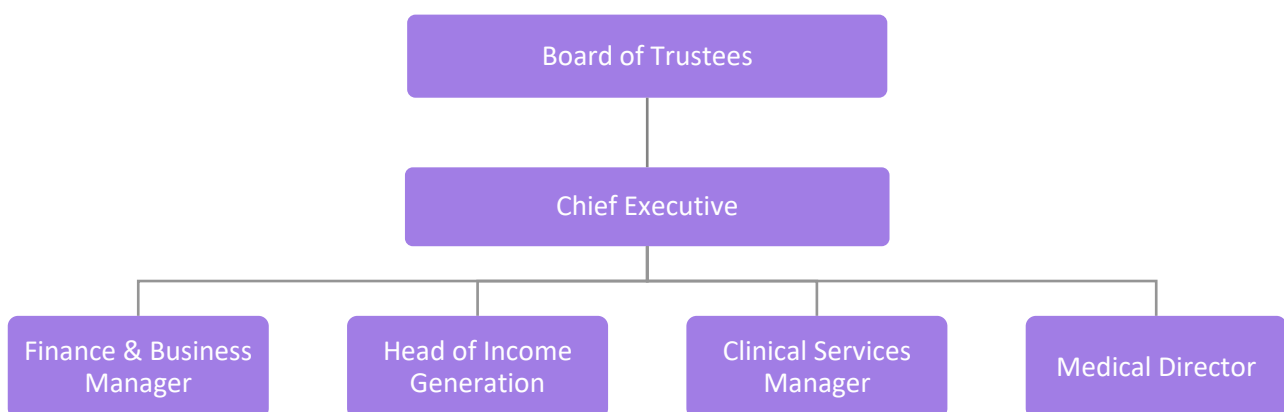
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

Our People

Pendleside is governed by a Trustee Board that takes overall responsibility for its work, and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 130 employees across the organisation, which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Healthcare Assistants.

Volunteers are an integral part of the Hospice Team with over 600 active volunteers, each one playing an invaluable role within either the Hospice and/or our local community.

Our Services

Pendleside cares for over 1500 people each year, across a number of services, including:

- Inpatient Unit
- Hospice at Home
- Health, Wellbeing and Rehabilitation
- Outpatients
- Family & Bereavement Support
- Spiritual Care and Psychological Support
- Complementary Therapy
- Meals on Wheels

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

Description of Hospice Services

- **Inpatient Unit** – Pendleside Hospice has a 10-bed inpatient unit for the short-term assessment of patients for symptom management, end of life care and rehabilitative for those with palliative care needs. The IPU provides care for patients residing in Burnley, Pendle and Rossendale.
- **Hospice at Home** – The service is one of the largest Hospice at Home services in the NW region, with a caseload of c. 120 patients and approx. 600 referrals per year. The team consists of specially trained Registered nurses and Health Care Assistants who provide palliative and end of life care to patients residing in Burnley and Pendle localities. Services include specialist Nursing assessment, emotional support, respite care, night sits and extended service (24hr care for patients in the last days of life who's preferred place of care is home). The H@H service is also the single point of access for the co-ordination of District Nurse fast track applications and co-ordination of Marie Curie and domiciliary care night sits.

- **Health, Wellbeing and Rehabilitation** – The multidisciplinary team provides support to patients with palliative and rehabilitative needs. Services are offered either within the community, as an outpatient or by attending group sessions within the Day Services unit. Groups include Living with Dementia, Breathlessness, Fatigue Management, Exercise sessions, creative therapies, peer support, specialist palliative sessions. Complementary Therapy treatments are also available for patients and their carers.
- **Family Support & Bereavement** – The Family Support team provide pre and post bereavement counselling to adults and Children residing in the Burnley and Pendle localities. Sessions are either individual or through specialist groups.
- **Consultant-led Medical Outpatient Clinics** – these are currently delivered twice a week by Palliative Care Consultants employed by East Lancashire Hospitals Trust

Job Description

Job Title: Chef

Reports To: Catering and Domestic Services Manager

MAIN RESPONSIBILITIES:

- To produce tasty wholesome meals from fresh ingredients which reflect excellent culinary standards, whilst promoting great customer service with the aim to exceed expectations.
- To ensure your shift is managed effectively within the catering department and that the highest standards of food safety and hygiene are maintained.

CORE TASKS

- Ensure that every patient's nutritional needs are met.
- To supervise the production of meals including a busy meals on wheels service along with serving and cleaning duties.
- Promote attractive meal presentation, paying attention to methods of minimising waste wherever practical.
- To keep the catering department hygienically tidy at all times to meet the high standards required.
- To ensure the electronic food safety system is complete cleaning tasks are maintained to the correct standard on your allocated shifts.
- To be responsible for the maintenance and rotation of stock levels as required, ensuring all items received meet the Hospices food safety standard requirements.
- To cater for special functions on request, e.g. buffets, themed menus and outside catering for Hospice events.
- Ensure that Hospice policies, procedures and standards are adhered to at all times; with particular regard to those concerning food safety.
- Maintain patient confidentiality and dignity at all times.
- Contribute to menu and service development.
- Communicate effectively with service users and Hospice colleagues.
- Complete mandatory training and support junior members of the team with training, development and one to ones.

- Help to maintain the E-Rota system.
- To report when equipment is not in good working order and that repairs and maintenance are carried out as necessary.

This document is intended to convey an outline of the post and the post-holders' responsibilities.

Job Specification

Attributes	Essential	Desirable	How assessed
Experience	<ul style="list-style-type: none"> Experience of professional kitchen in either a commercial or healthcare setting 	<ul style="list-style-type: none"> Previous care catering or hospitality experience 	<ul style="list-style-type: none"> Application form Interview
Education, Qualifications & Training	<ul style="list-style-type: none"> City & Guilds 706/1/2 or NVQ level 3 or equivalent. Level 3 or above food safety qualification or be willing to gain. 	<ul style="list-style-type: none"> Knowledge of special dietary requirements and allergy management 	<ul style="list-style-type: none"> Application form Registration with relevant regulatory body Certificates
Practical & intellectual skills (including any specialist knowledge)	<ul style="list-style-type: none"> Knowledge of Health & Safety 	<ul style="list-style-type: none"> Health & safety qualification Good IT skills Knowledge of infection control 	<ul style="list-style-type: none"> Application form Interview
Disposition/ attitude	<ul style="list-style-type: none"> Must take great pride in what you do and always be prepared to go the extra mile Calm under pressure Ability to lead by example 	<ul style="list-style-type: none"> Ability to lead by example 	<ul style="list-style-type: none"> Application form Interview
Health & Physical	<ul style="list-style-type: none"> This position can be physically & mentally demanding - you will need to be physically fit together with good health & an excellent attendance record 		<ul style="list-style-type: none"> Interview Medical References
Circumstances	<ul style="list-style-type: none"> 37.5 hours per week over 5 days (including some weekends) currently 1 in 4 	<ul style="list-style-type: none"> Flexibility to cover extra hours when required 	<ul style="list-style-type: none"> Interview
Equal Opportunities	<ul style="list-style-type: none"> To have an understanding of, and an ability to promote and implement equal opportunities 		<ul style="list-style-type: none"> Interview

Main Benefits and Terms & Conditions

Annual leave: the annual leave entitlement for a 37.5 hour a week post is 262.5 hours (27 days plus 8 public holidays), pro-rated according to number of hours worked

DBS: appointment is subject to a disclosure and barring check

Childcare voucher scheme: Pendleside Hospice offers a childcare voucher scheme

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme www.benenden.co.uk

Meals and drinks: all employees and volunteers at Pendleside Hospice can access subsidised meals if working over a mealtime and drinks

Notice period: 1 month

Parking: all employees and volunteers can park free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. **Employees joining Pendleside Hospice from the NHS may continue with their NHS pension.**

Sick pay: if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

How to Apply

If you are interested in this position, please complete and submit the on line application form, either via the NHS Jobs website: www.jobs.nhs.uk or on Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.

For further information please contact Mark Scott, Catering and Domestic Services Manager
E: mark.scott@pendleside.org.uk **T:** 01282 440 100.