

JOB DESCRIPTION

Name of Employee:

Position Held: Cook

**Minimum Hours Worked:
(net of breaks)**

This role requires a minimum of 22 hours worked per week. Additional hours are available for this position and will be discussed and agreed upon during your interview

Care Home:

Date employment commenced:

Reporting to: Home Manager

Introduction

Jasmine Healthcare is a privately owned group, which currently operates six care homes for the elderly, but with significant expansion plans for the future in line with its mission.

Whilst we aim to be a profitable company and provide shareholder returns, this is primarily to allow us to achieve our mission:

*By prioritising **our people**, our mission is to provide the **highest standards of care** to as many elderly residents as possible*

The key aspects of our mission are:

- 1) **Our people** are fundamental to Jasmine and our success in achieving our mission. Jasmine is totally focussed on recruiting the best people, then giving them the best inductions and training, and constantly engaging with our team. We also believe in rewarding and incentivising everyone in the Jasmine team for their contribution to us exemplifying our values and achieving our mission and objectives. We regularly do team surveys to monitor the engagement and wellbeing of our team. We are also absolutely committed to providing great training, and consequently aim for over 60% of our team to have a Diploma in Care or equivalent, and to complete as much additional training as possible.
- 2) To provide the **highest standards of care** is not just a cliché, we are totally committed to doing whatever is required to ultimately get all our homes to be rated as Outstanding with CQC. In order to achieve this we have our own rigorous internal audit and compliance process, which results in all our homes having their own Jasmine Compliance Report (JCR) and Jasmine Compliance Score (JCS) every month. We also do regular Quality Assurance exercises and put significant emphasis on carehome.co.uk reviews

- 3) To provide the highest standards of care **to as many elderly residents as possible**. This means that we have a positive impact on the lives of more team members (as we will employ more people) and more residents (and their relatives). We will achieve this by both maximising occupancy in our existing homes, and by purchasing one new care home every year and doing one major extension and refurbishment project each year.

Jasmine measures its success against its mission through the achievement of its primary aims, which are as follows:

- 1) For all our homes to have a team turnover rate of less than 30% per year
- 2) For over 60% of all our team to have a Diploma in Care Qualification
- 3) For all our homes to be rated Good or Outstanding by CQC and all other Regulatory bodies
- 4) For all our homes to have a Jasmine Compliance Score (JCR) of over 80% at all times
- 5) For all homes to have a www.carehome.co.uk Rating of over 9.5 out 10.0
- 6) For all our homes to be over 95% occupied, so that as many residents as possible can enjoy our high standards of care

Jasmine continually strives to improve its performance against these Aims, and believes an important contributor to its success is all its team exemplifying the Jasmine Values (see below).

Job Purpose

To provide, manage and develop a high-quality catering service to residents, guests and visitors to the home. To operate a safe, professional and cost-effective catering service within the company operational standards and complying with all statutory requirements.

Objectives of Role

Your role at Jasmine comes with defined objectives that focus on key areas of accountability. These objectives are designed to ensure that you are contributing to Jasmine's Mission and Aims and your team's success. Each year, your achievement of your objectives will be discussed in your one to ones and will contribute to your end of year appraisal rating and pay review.

| Objectives | Allocation (%) |
|---|----------------|
| <p>Dietary Requirements:</p> <ul style="list-style-type: none">• Likes and dislikes are recorded on CareVision and a copy in the kitchen and meals are provided for our residents in line with this• IDSSI meals cater to likes and dislikes by providing the residents with two choices at all meal times | 25.0% |

| | |
|--|-------------|
| Temperatures: <ul style="list-style-type: none"> • Cooked Food temperatures to be recorded consistently on the correct paperwork • Fridge temperatures to be recorded consistently on the correct paperwork • Freezer temperatures to be recorded consistently on the correct paperwork | 25.0% |
| Ensure that food orders are made on time a minimum of two times a week and that the food costs are within budget throughout the year | 25.0% |
| <i>Add in Mandatory 4th Objective, from the Optional List</i> | 25.0% |
| Total | 100% |

You will have additional objectives that are personal to you. They will be set by your manager for you to work towards throughout the year.

Incentives

Given what a fundamentally important role this is to the success of Jasmine, the following are offered in addition to a competitive market salary based on experience:

- ✿ Salary – We pay top quartile market salaries
- ✿ Pay Rises – Annual Performance related pay increases of up to 8% in addition to any cost of living increase
- ✿ [Bonus - 10% of salary based on SMART objectives paid quarterly]
- ✿ Holiday - 28 Days including Bank Holidays
- ✿ Pension – We encourage everyone to sign-up for our NEST Pension Scheme, which we contribute 3% of salary to
- ✿ Bonusly Points – These are exchangeable for various vouchers or cash (with all tax paid by Jasmine) via PayPal, and are earned by obtaining recognition from your colleagues, good mandatory training, good attendance, and various other ways you contribute positively to the team and our residents' lives
- ✿ Training – All relevant qualifications are fully funded to help you progress, and we will reward you with a financial bonus of up to £500
- ✿ Refer a friend incentive - Up to £1,000 for referring a suitable team member
- ✿ Meals - Enjoy low-cost meals at just £1 per course while on shift – the curry is a must-try!
- ✿ Short Notice shift incentives
- ✿ Employee Assistance Programme - Access to free counselling and valuable well-being advice 24/7
- ✿ DBS check – We pay for this
- ✿ Uniform – We provide as many uniforms as you require (subject to fair use policy)

Person Specification

Jasmine Values

I must lead by example, and exemplify all of the Jasmine's Values, which are:

- 1) Passionate about providing the Highest Standards of Care
- 2) Committed to Training & Development
- 3) To want to be One Big Team
- 4) To Communicate Openly, Honestly & Effectively
- 5) To Have & Reward a Strong Work Ethic
- 6) To provide a Positive Working Environment
- 7) To provide a Homely place for our Residents to live
- 8) To Embrace Change Positively
- 9) A belief that everyone is an Ambassador for Jasmine
- 10) To act with Integrity by always doing what we say we will
- 11) To Care for the Environment

Jasmine places a significant amount of emphasis on everyone in our team exemplifying our Values. Furthermore, Values play a larger role in all our recruitment decisions than competencies do, as we are happy to train and teach competencies to anyone that has our Values.

We also place a lot of importance on both positivity and humility in our leadership team.

Competencies:

- ✳ Ability to work with and lead a team
- ✳ Ability to work under pressure
- ✳ Good communication skills
- ✳ A willingness to go above and beyond to meet the needs of our residents
- ✳ A positive and enthusiastic outlook
- ✳ Good time management skills
- ✳

Skills, experience and professional qualifications:

| Relevant Qualification - Required | Relevant Qualification - Preferred | Experience – Required | Experience – Preferred |
|---|-------------------------------------|--|---|
| Must hold a Level 3 in Catering or be contractually signed up to complete a Level 3 | Hold a Level 2 or a 3 qualification | Two years of catering experience in a fast-paced environment | One year of experience in a similar role in a residential or nursing home |

| | | | |
|--|--|--|--|
| | | One year of experience managing people | One years' experience working in a residential or nursing home |
| | | | Conducting effective person centred One to Ones |

Key Responsibilities

Caring for our Residents

- ✿ Ensure all team members instil a culture of putting residents needs first and providing excellent care.
- ✿ Create nutritious well-balanced menus which reflect the Jasmine's standard of using fresh, quality and seasonal produce. The menus will meet all dietary requirements within company guidelines and in consultation with residents, relatives and nursing team members.

Training

- ✿ To keep all mandatory training up to date and complete additional training as required.
- ✿ To attend face to face training sessions as needed.
- ✿ Ensure the Manager is kept fully informed of the job holder's concerns, ambitions and development requirements.

Teamwork

- ✿ Support Team Members in the smooth running of the kitchen.
- ✿ Manage catering team members to ensure a professional, safe, clean and efficient kitchen operation. Ensure that team members are trained in food handling and preparation, use of all equipment, personal hygiene, serving, food storage and in keeping the required company records.
- ✿ Ensure the wider team are kept fully informed of all new developments in the kitchen.

Communication

- ✿ Attend and contribute to kitchen meetings and general team meetings to maintain communication between all levels of team members.
- ✿ Speak to residents on a regular basis to obtain feedback regarding catering arrangements and food supplied.
- ✿ Investigate any incidents, accidents or complaints that arise under direction of the Home Manager
- ✿ Ensure the Manager is kept fully informed of all major developments (i.e. team members issues, complaints, inspections) at all times.

- ✿ Maintain accurate written records.
- ✿ *Work Ethic.*
- ✿ To work flexibly to meet the needs of the residents.
- ✿ Prepare rosters for team cover and allocate duties and responsibilities in advance of duty days and communicate any changes to team members in good time.
- ✿ Ensure a high standard of cleanliness is maintained in the main kitchen and satellite kitchens in the home and monitor and audit regularly.

Positive Work Environment

- ✿ To be aware of Jasmine Healthcare's philosophy and to contribute ideas to improve the standard of care provided.
- ✿ To maintain a positive and professional outlook whilst at work, and whilst representing Jasmine Healthcare in the community.

Providing a Homely Environment for our Residents

- ✿ Supervise the layout of the dining room ensuring a welcoming atmosphere with fully laid tables in line with Jasmine standards. Supervise food delivery and presentation to residents and visitors, and if requested the delivery of meal trays to residents rooms and the timely collection of meal trays.
- ✿ Prepare, cook and present all meals attractively. The majority of dishes will be made in-house and home baked products should be available daily for residents and visitors to the home.

Embrace Change

- ✿ To engage with the Deputy Manager and Home Manager during appraisals and one to ones sessions.
- ✿ To attend and contribute to team meetings and relatives meetings.
- ✿ Implement Residents' Food Quality Assurance questionnaire action plans.

Ambassadorship

- ✿ Always wear clean uniforms and only wear essential jewellery.
- ✿ To maintain a professional attitude when dealing with relatives, outside agencies and other visitors to the home.

Integrity

- ✿ To report any safeguarding concerns or concerns about practise to either the Manager or Jasmine's Compliance Support Manager.
- ✿ Report any equipment defects and withdraw from use immediately.

- ✿ Manage all food orders using nominated and approved suppliers and keep within the home's food budget.
- ✿ If overspends to the catering budget are identified by senior management provision must be implemented to ensure that this matter is rectified at the earliest opportunity and after consultation with the care home manager.
- ✿ Work within all relevant policies and procedures e.g. food hygiene, health and safety.

Environmental Impact

- ✿ Keep stock secure at all times storing foodstuffs appropriately.
- ✿ Avoid unnecessary wastage and deterioration of foodstuffs.

Additional Responsibilities

The above is not an exhaustive list and in line with Jasmine Value 8 may be subject to reasonable change.

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|-------------------------|--|------|--|
| Team Member's Signature | | Date | |
| Manager's Signature | | Date | |