
JOB DESCRIPTION

Job title:	Catering Services Project Worker
Reports to:	Catering Services Coordinator
Responsible for:	Volunteers, Peer Mentors
Grade:	Project Worker
Scale:	Salary Point: 11-16
Office Location:	Transitions / Central Southend-on-Sea
Contract Type:	Permanent - 20 hours per week

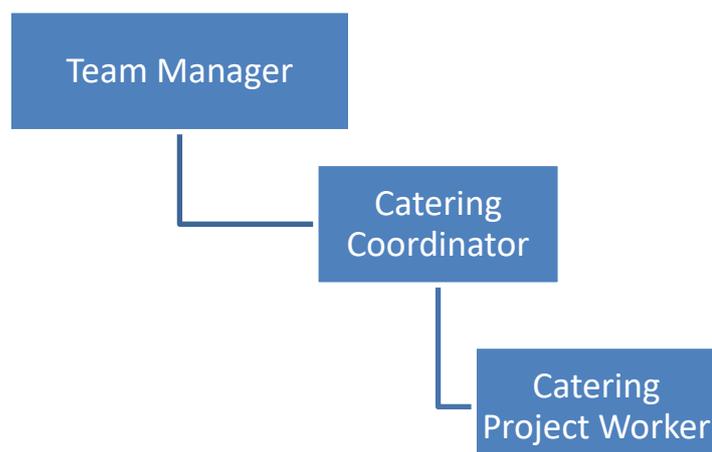
Job Purpose:

HARP aims to enable people to rebuild their lives and live independently in the community by providing essential services, emergency housing and longer term solutions.

The Catering Project Worker is responsible for;

1. The food provision for all Transitions residents.
2. Ensuring a nutritious, healthy and balanced menu is provided to residents at Transitions who receive a full food provision and to include residents in the planning and design of the menu.
3. Managing the food budget for Transitions, working with the Transitions Team Manager and the Catering Coordinator to ensure a value for money service.

Organisation chart



1. Duties and key responsibilities

- To deliver the food provision to Transitions residents
- Ensure Health and Hygiene standards are maintained to agreed levels and current food safety legislation.
- Ensure residents receive a welcoming, supportive and positive experience that gives them the time and space to adjust to a home environment and settled way of life.
- Work closely with the Co-ordinator/Team Manager on a daily basis to provide an integrated service within the Transitions service.
- Build warm and positive relationships with service users, keeping the individuals best interests at heart.
- Ensure suitable stock levels are maintained to enable HARP to meet demand.
- To provide leadership and direction to the various volunteers & service users and, by utilising their expertise, knowledge and experience, enable them to manage and advance the services.

Delivery

- Work alongside service users to develop living skills (budgeting, cooking, hygiene) ready for move on.
- To co-design a nutritious and varied menu for those on a full food provision at Transitions across the different sites as needed.
- To work with HARP's volunteer coordinator to ensure that volunteers are supported in their role for the food delivery service at Transitions and arrange volunteer rota with support from the Transitions Team Manager.
- Work as part of a team and co-operate fully with all the other HARP services.
- Ensure that anti-oppressive practices are an integral part of the service and that it is applied to all our residents.
- To source and supply all needed items for the food menu
- To liaise with the Catering Coordinator to arrange collections of donated food items and to support the distribution of all donated food items.
- To be vigilant, proactive, be approachable and responsive to the needs of the residents at all times.

Monitoring and Evaluation

- Ensure that the food service is regularly updated and reviewed to continue with a cost effective provision
- Take responsibility for reporting any issues during the shift to the team promptly
- To provide a system that will encourage residents to provide feedback and comments about the food provision. This feedback can be used in the delivery of the food provision.

Budget

- Recording and stock management including donations.
- To provide the food provision for Transitions within the allocated budget.
- To keep accurate records for food provision spending
- To liaise with Transitions Team Manager and Catering Coordinator to ensure value for money service.

Housing Management *Working with your team colleagues to:*

- To support, complement, liaise with and work alongside the entire team to provide an effective and positive service to our vulnerable service user group.
- To ensure that the site is kept clean and tidy and to the standards required with health and safety and food hygiene legislation

General Responsibilities

- Represent and be an ambassador for HARP.
- Attend regular team meetings, supervision sessions, and performance reviews.
- Undertake learning and development activities as appropriate.
- Abide by organisational policies, codes of conduct and practices
- Support and promote diversity and equality of opportunity in the workplace.
- Ensure that residents are safeguarded, protected from abuse and improper treatment.
- Notifying the Safeguarding Leads within HARP of any safeguarding issues that may need to be raised with the local authority and relevant agencies.
- Treat with confidentiality any personal, private or sensitive information about individual organisations and or clients or staff and HARP data.
- Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position.

PERSON SPECIFICATION: EXPERIENCE

SKILLS AND ABILITIES

1. Ability to manage difficult situations, and deal with them calmly, efficiently and effectively.
2. Building relationships with local food suppliers.
3. Establishing trust and maintaining a good rapport with service users; including the ability to identify and raise concerns regarding safeguarding.
4. Ability to engage and motivate others.
5. Ability to build and maintain relationships with the volunteers so they feel part of the wider team.
6. Ability to stay focused and efficient in the face of changing priorities.
7. Co-produce menu's taking into consideration nutrition, variety and the resident's desires.
8. Financial, budgeting and stock-taking skills knowledge of food, food hygiene (including HACCP) and food preparation.
9. Experience of working with vulnerable people.
10. Will be able to demonstrate a high standard of professional boundaries whilst maintaining a rapport with service users.
11. Will be able to evidence the ability to work in a multifaceted role.

KNOWLEDGE

Regulatory requirements and best practice guidance relating to:

12. Homeless people and the issues that may affect them including physical ill-health, mental ill-health, drug and/or alcohol misuse.
13. To keep accurate budget records
14. Stock management

EDUCATION/TRAINING

15. A minimum of Level 3 Food Safety (*desirable*)
16. Undertake any further training that may be seen as necessary to further your knowledge and to become more effective in your role.

PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS

17. A clean driving license (*Essential*)
18. Able to travel within the borough on a regular basis
19. Able to work evenings and weekends and Bank Holidays.
20. Works well in a team with a flexible approach to work.
21. Commitment to the values and ethos of HARP.

