



**St Joseph's
Hospice**
Serving East London
and the City

Chef

Vacancy Information Pack



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St Joseph's Hospice
Your local hospice
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St. Joseph's Hospice



CLOTHING BANK

A Message from Our CEO

Hello,

I'm delighted that you're interested in joining our team at St Joseph's Hospice. Founded in 1905 by the Sisters of Charity, St Joseph's is one of the oldest and largest hospices in the UK. We're proud of our long history and the vital role we play in providing specialist palliative care and support to people in our community who are living with life-limiting illness, all completely free of charge.

Working at St Joseph's means being part of a compassionate and dedicated team who care deeply about making a difference. Every person here plays a vital role in helping us deliver our exceptional care - not just to our patients, but their loved ones too. St Joseph's Hospice is committed to celebrating and being diverse and inclusive and maintaining a culture of equity.

Our Hospice is constantly evolving and adapting to meet the changing needs of our core boroughs, City and Hackney, Tower Hamlets and Newham. Having new people see us through fresh eyes always provides a welcome opportunity to reflect on our work and culture. We'd be thrilled to have you on board, helping us continue the important work we do for the people who need us long into the future.

Warm wishes,

A handwritten signature in blue ink that reads "Rachel".

Dr Rachel Black,
CEO



Our Mission

Our Mission is to provide compassionate, specialist palliative care to people in the diverse community of East London who are living with life-limiting illness.

We treat each person as unique, encouraging and enabling them to reach their full potential until the end of life.

Our care is provided free of charge to those who need it, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion and belief, sex and sexual orientation.

We listen to the patient and their family so that we can work together to manage pain and distress whether physical, mental, social or spiritual.

We encourage openness and honesty in communication to create an atmosphere of comfort and safety whether in the Hospice, in the patient's home or in the community.



Our Core Values

Our five Core Values are fundamental to how we live and work at the Hospice. We constantly strive to improve by using our Values for guidance with regard to decision-making, ensuring quality, justice, compassion, advocacy and respect for all in relation to our patients and each other.



Respect for Human Dignity

We respect human dignity when we:

- Respect the sacredness of life
- Care for the whole person
- Demonstrate unity of purpose, while recognising individual differences
- Value each person's contribution
- Act in a culturally appropriate manner

Service/Quality

We provide service when we:

- Create an environment of welcome and hospitality
- Promote quality care and excellence
- Encourage and demonstrate team spirit
- Recognise the value of individual initiatives and ideas
- Show openness to constructive criticism and feedback

Care of the Poor and Vulnerable/Advocacy

We care for the poor and vulnerable when we:

- Listen attentively to identify unmet needs
- Respond in a practical way to those in need
- Collaborate with others to share resources
- Create access to needed services
- Provide basic resources for daily living to those in need

Compassion

We show compassion when we:

- Act with understanding and sensitivity
- Work cooperatively with others
- Are available to those we serve and to each other
- Respect and nurture the environment

Justice

We promote justice when we:

- Act with integrity
- Respect the rights of others
- Take responsibility for our actions
- Preserve resources
- Provide quality without extravagance
- Demonstrate fairness in decision making



Job Description

Job Title: Chef

Reporting to: Catering Manager

Contract: Permanent

Annual Leave: 27 days + Bank Holidays

Salary: £30,663.89 - £34,743.44 pa inclusive

Hours: 37.5 hours per week

**Work Pattern: 5/7 rota including Weekends and
Bank Holidays**

Apply for this role online:

<https://www.stjh.org.uk/jobs/>

Job Purpose

Every meal we serve matters. For a patient nearing the end of life, food they can manage and look forward to is one of the real comforts left to them. For a family sitting at a bedside all day, our cafe is where they catch their breath. We are looking for a Chef who wants to cook somewhere the work means something.

You will cook fresh food across our kitchen, restaurant and cafe, and ward kitchens, and you will be the senior person in the kitchen when the Chef Manager is away.



Key Responsibilities

1. Food preparation and service

- Prepare hot and cold food for the In-Patient Unit and café, including breakfast, lunch and supper, soups, main meals, salads, sandwiches and desserts.
- Prepare hospitality and buffet food in good time ahead of booked events, to a professional standard.
- Cook to meet patients' nutritional needs, special diets and allergen requirements, taking direction from the Catering Manager and dietitians.
- Set up workstations and patient trolleys ready for the safe preparation and service of meals.
- Assist other chefs with food preparation as required, and work at other Hospice sites from time to time to support events and menu rollout.

2. Food safety, health and safety

- Work to the Hospice's Food Safety Management System (FSMS) and to all health and safety policies, including HACCP, COSHH, systems of work and manual handling.
- Maintain high standards of personal hygiene and wear the correct uniform, footwear and minimum jewellery in line with food safety legislation.
- Clean kitchen premises — floors, walls, sinks, hand basins, work surfaces and cupboards — and large equipment such as ovens, microwaves and fryers, to the required hygiene standards.
- Operate kitchen equipment safely (ovens, fryers, mixers, Merrychef, dishwashers) and use, maintain and replace knives and cutting equipment correctly, in line with training.
- Complete daily food safety due diligence records accurately and on time, and file them ready for weekly processing.
- Report promptly to the Catering Manager any defect to food, buildings or equipment, any sighting of pests, and any serious food safety breach.

3. Supervision and teamwork

- Provide day-to-day supervision of junior team members, including Catering Assistants/Porters, volunteers and apprentices, particularly when the Catering Manager is not present.
- Guide junior staff in food preparation and in correct standards of food safety and health and safety.
- Work with other chefs to ensure a consistent, high-quality catering service for patients, staff and visitors.

4. Customer service and service development

- Build good relationships with all users of the catering service, including patients, visitors, staff, commercial tenants, delegates and contractors, communicating courteously and professionally in person and by telephone.
- Lead by example in promoting excellent customer service, and report issues such as complaints and menu, allergen or PPDS queries.

- Ensure In-Patient Unit catering meets both patient and clinical expectations, taking direction from the Catering Manager.
- Attend site meetings with departmental managers and dietitians to review and develop the catering service.
- Participate actively in menu development and creativity sessions.

5. Stock and financial management

- Take part in monthly stock counts in the café/restaurant and hospitality areas so that monthly financial reporting can be completed.
- Ensure stock is stored securely and safely, and report any stock or asset loss or discrepancy to the Catering Manager immediately.
- Ensure that goods, recipes and menus are produced within agreed financial targets and quality standards.

6. Personal development

- Identify your own learning and development needs and link them to the Hospice appraisal and objective-setting process.
- Take responsibility for your own continuing professional development, keeping up to date with relevant developments in catering practice.
- Engage in supervision to support your personal and professional development.

The post holder may be required to undertake other duties appropriate to the grade and nature of the role, as reasonably requested by their line manager.

Person Specification

Criteria	Essential	Desirable	How Tested
Level 2 Foundation Certificate in Food Hygiene, held or obtained within one month of starting.	✓		Application Form
C&G 7061/2 or NVQ Level 2 equivalent.	✓		Application Form
Up to date knowledge of modern cooking methods and the ability to demonstrate good food safety practice.	✓		Interview / Trade Assessment
Knowledge of special diets, dietary requirements and allergens.	✓		Interview / Trade Assessment
Experience of cooking to meet the specific nutritional needs of patients.		✓	Application Form / Interview
Experience of working in a hospital, care home or hospice catering environment.		✓	Application Form / Interview
Excellent verbal communication skills; confident communicating face to face with patients, colleagues, visitors and external stakeholders.	✓		Interview
Able to take direction from management and to work independently with minimal supervision, as well as being a good team player.	✓		Interview / Trade Assessment
Good self-organisational skills and the ability to set own tasks in relation to food production.	✓		Interview / References / Trade Assessment
Experience of supervising junior staff, apprentices or volunteers.		✓	Application Form / Interview
Willing and able to conduct oneself in accordance with the Values and Behaviours Framework of St Joseph's Hospice.	✓		Interview
Awareness of the hospice environment and able to feel comfortable with palliative and end of life care.	✓		Interview

Department Structure



Employee Benefits

Employee Assistance Programme

The Employee Assistance Programme is a free, confidential helpline giving staff unlimited access to advice, information and support to deal with a variety of personal, domestic or professional issues that may be impacting you at work. The service is available 24/7, 365 days a year. Simply call **0800 028 0199** or download and sign up for the Wisdom app, using the organisational code MHA089998.

It helps you in tracking your health, includes fitness programmes, meditation, recipes, breathing exercises and much more.



Freedom to Speak Up

Speak up – we will listen.

In accordance with our values as a Hospice and our duty of candour, our senior team and entire board of trustees are committed to an open and honest culture. We will investigate what you say and you will always have access to the support you need.

You can contact The Freedom to Speak Up Champions or send an email at freedomtospeakup@stjh.org.uk

Education and Learning

Your training and development is a high priority for us; we want to make sure you are confident and competent in providing the best possible service and playing a vital role in the organisations success.

We provide induction, statutory and mandatory, and on-the-job training. We also support independent study, coaching and mentoring, external training and e-learning, and we have a wide variety of resources available to assist your development.



Pension

We currently offer a private pension with Standard Life. This operates on a salary exchange basis, which means your contributions will be taken out before tax so you will therefore be paying less tax at the end of the month. If you contribute the minimum of 5% then we will contribute 3%. If you contribute 6% or more we will contribute 7.5%. Speak to Payroll for further info.

If you opted out of the pension scheme during your on-boarding, you may be auto-enrolled after 3 months of service as this is a legal requirement. Once you get auto-enrolled you will have 30 days to opt-out in order to get back your contribution the following month.

BHSF Health Cash Plan

BHSF is a health cash plan designed to help you reclaim money towards everyday healthcare costs, such as prescriptions, dental treatment, eye care, and complementary therapies.

When you start your employment, you'll receive an email containing your BHSF policy number and instructions on how to set up your account. If you've misplaced your policy number, please contact HR for assistance. You can also find full details about the plan on the Loop, just search for "BHSF".



Benefit Hub

- We have a Benefit Hub with a wide range of discounts for many different products
- For quick access to the Benefit Hub go onto the Loop, toggle over the coloured squares on the left hand side and click on the pink square named "Benefit Hub"
- To sign up please fill in your details and the organisation referral code which is 83UX5A

Free Santander Bike Hire

50% discount on annual subscription.

Ride to Work Scheme

Save up to 42% on your new bike.

Life Assurance

Pays 2x salary to your nominated beneficiary on death in service.

Occupational Health

Prestige provide Occupational Health services for the hospice. The purpose of Occupational Health is to protect you, our staff, and ensure that the work you do does not in any way damage or compromise your health.

Blue Light Card

Access to all staff to the Blue Light Card discount scheme giving you big savings on the brands you love and more.



Keep Up to Date

You can stay up to date with all our current vacancies on our website and discover how you can make a real difference to the lives of people affected by serious, long-term illness by joining the St Joseph's team.

Visit our website for the latest job opportunities:

www.stjh.org.uk/jobs

Get in Touch

If you have any questions about your application, please contact our People Team at **PeopleTeam@stjh.org.uk**

You can also keep up with the latest news and updates from the Hospice on our website and social media channels:

Website: www.stjh.org.uk



Facebook: [@StJoHospice](https://www.facebook.com/StJoHospice)



Instagram: [@stjohospice](https://www.instagram.com/stjohospice)



LinkedIn: [St Joseph's Hospice](https://www.linkedin.com/company/st-josephs-hospice)



X (Twitter): [@StJoHospice](https://twitter.com/StJoHospice)



YouTube: [St Joseph's Hospice London](https://www.youtube.com/StJosephsHospiceLondon)

Contact Details

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Advocacy **Compassion** **Justice** **Quality** **Respect**

Charity No. 1113125



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Hospice**

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and the City