

Job Title:	Catering Manager	Post Holder	Vacant
Reports To:	Senior Outreach Services Manager	Location:	Mid-West
Salary:	This role is attached to a defined salary scale starting at €41,670 per annum and appointments are made depending on experience and qualifications.		

## Purpose of the Job

The role of the Catering Manager is vital to the successful delivery of quality programmes and services in NOVAS for our clients or tenants. The Catering Manager will support the residential and outreach services within the authority delegated by the Senior Outreach Services Manager. The role supports a number of direct reports and is situated in the services within the Mid-West region but will require travel as needed, to other locations where NOVAS services are located. This role requires some element of flexibility and adaptability, and the post holder is required to be available to work weekdays, weekends and bank holidays. The Catering Manager will have a background in professional cookery and be expected to work within the relevant frameworks of quality standards or legislation.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review.

NOVAS is a Trauma Informed Practice Organisation, and the principles of collaboration, diversity, respect and trust are embedded in our way of working together. Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

## Environment of the Job

NOVAS is a not-for-profit organisation and Approved Housing Body, we work with single adults, couples and families and who are homeless or at risk of being homeless. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation and we have grown from there. We now have over 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community-based services for tenancy sustainment, homelessness prevention, mental health and recovery.

## Delegation and Reporting

The Catering Manager has decision-making remit for the areas of catering services in collaboration with colleagues within the residential services the Mid-West. In the absence of the Senior Outreach Services Manager, or at other specified times, the Catering Manager may be required to consult with and take direction from the Head of Operations, the CEO, or another specified member of the senior management team.

Oversight for the work in this role is provided by the Quality Client Services Sub Committee of the NOVAS Board of Directors.

The Catering Manager will at all times operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision making will always be informed by the best interests of the clients and tenants and ensuring cost effective value for money, use of donations and public money.

## Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during the course of your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are in distress, displaying challenging behaviours or struggling to moderate their behaviour. Patience, respect, and an ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice or Crisis Prevention.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

Key Accountabilities	
Accountability	Achieved by
<b>Team / Staff Management</b>	<ul style="list-style-type: none"> <li>• Providing staff with a regular supervision.</li> <li>• Developing rosters.</li> <li>• Completing staff returns.</li> <li>• Recording absence and leave.</li> <li>• Facilitating regular team meetings.</li> <li>• Fostering positive relationships, trust and client centred approach within the team.</li> <li>• Providing training opportunities and assuring sufficient cover for training days.</li> <li>• Taking an active role in weekly shift cover as a chef</li> </ul>
<b>Kitchen Management</b>	<ul style="list-style-type: none"> <li>• Making use of Foodcloud and donated foods and having the flexibility to adapt menu to incorporate unexpected ingredients.</li> <li>• Keeping up to date with prices and comparing same.</li> <li>• Listen to clients' requests/menu suggestions.</li> <li>• Providing nutritious meals to clients.</li> <li>• Being creative with the menus; assuring variety, clients' individual needs, and the best use of stock.</li> <li>• Dealing effectively with NOVAS donations</li> </ul>
<b>Working in Line with the Budget</b>	<ul style="list-style-type: none"> <li>• Assuring a minimum waste.</li> <li>• Keeping stock at correct level.</li> <li>• Delivering meals and supplies to other services when required: TEP, Street Outreach etc.</li> <li>• Ordering products – efficient stock control.</li> <li>• Ordering relevant supplies as required.</li> </ul>
<b>Kitchen Maintenance</b>	<ul style="list-style-type: none"> <li>• Kitchen must be HACCP compliant at all times.</li> <li>• Health and safety is a priority; any incidents need to be reported and recorded in a timely manner.</li> <li>• Cleaning schedule adhered to by all staff.</li> <li>• Maintenance and repair of kitchen equipment needs to be recorded and reported for a completion asap.</li> </ul>
<b>Maintaining Street Outreach</b>	<ul style="list-style-type: none"> <li>• In line with HACCP.</li> <li>• Van stocked/checked daily.</li> <li>• Sandwiches and fresh soup made daily - Order sandwich paper/bags/labels .</li> <li>• Ensure the van is clean and fully stocked.</li> <li>• Supply fruit/water/biscuits/noodles/hot chocolate and any other requested supplies.</li> <li>• Stock cleaning supplies</li> </ul>
<b>Client Centred Approach and Understanding</b>	<ul style="list-style-type: none"> <li>• This is an evolving role that requires adaptability and openness to change and a good level of flexibility</li> </ul>

<b>of the Working Environment</b>	<ul style="list-style-type: none"> <li>• Having respectful interactions with clients.</li> <li>• Taking part in the residents' meetings.</li> <li>• Ability to engage with the residents of services and communicate any concerns or observations to management onsite.</li> </ul>
<b>Supervision, Support &amp; Development</b>	<ul style="list-style-type: none"> <li>• Engaging in regular supervision or one-to-one sessions with your line manager.</li> <li>• Working under the direction of your line manager and the wider management team.</li> <li>• Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission.</li> <li>• Participating in team meetings.</li> <li>• Familiarity and compliance with all relevant policies and standards.</li> <li>• Participation in relevant and required training events.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Attention to your own Health &amp; Safety in the workplace.</li> <li>• Vigilance of health &amp; safety hazards and timely reporting of same to your line manager.</li> <li>• Managing incidents and accidents in accordance with policies.</li> <li>• Managing complaints and feedback in accordance with policies.</li> <li>• Ensuring compliance with all food directives and changes in environmental health laws.</li> <li>• Facilitating Health and Safety inspections and audits and managing and communicating actions taken as a result of recommendations.</li> <li>• Ensuring HACCP food safety system is reviewed regularly.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>• Ensure data and personal information relating to clients, tenants, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.</li> </ul>

## Person Specification

### Essential Criteria

*Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.*

- Professional Qualification in Cookery.
- Knowledge and training in HACCP.
- Experience in supervising and supporting staff.
- Full driving licence with use of your own vehicle.

- Strong organisational and operational skills.
- Strong computer skills.
- Ability to work in a client-centred, flexible and evolving environment.

## Desirable Criteria

It would be an advantage for the candidate to have:

- Demonstrated ability to work directly with clients while also maintaining professional kitchen operations
- Previous management or supervision experience
- Experience of working in social care, community based or voluntary sector settings
- Understanding of homelessness and addiction.
- Knowledge of MS Office applications (e.g. Outlook, Word, Excel)

## NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our employees.

Detailed below are a range of benefits you receive as a NOVAS employee.

<b>Support &amp; Supervision</b>	Every employee will have regular planned one-to-one meetings with their line manager as well as Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to and supported by your colleagues and the organisation.
<b>Learning &amp; Development</b>	NOVAS will fully fund a wide range of required training programmes, or role specific training, including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
<b>Career Progression</b>	NOVAS is committed to supporting the development and career progression of our employees by building skills for role transitions, leadership preparation, and management development.
<b>Salary Scales</b>	NOVAS has defined salary scales and has committed to awarding annual increments to employees depending on sustained funding.
<b>Annual Leave</b>	26 Days annual leave plus bank holidays.
<b>Pension</b>	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
<b>Employee Assistance Programme</b>	Our Employee Assistance Programme provided by Inspire Wellbeing gives employees access to free confidential counselling and a suite of online mental health and wellness tools.
<b>Further Education Support</b>	With the help of your line manager, you can apply for financial support, study leave, or exam leave days to complete external professional qualifications to help further your career.
<b>Sick Pay</b>	2 Weeks full and 2 weeks half sick pay certified.
<b>Maternity Leave</b>	18 weeks full pay which can be pro rata across duration.