

JOB DESCRIPTION

NOVAS

Housing | Health | Recovery

Job Title:	Cook	Post Holder:	Vacant
Reports To:	Catering Manager (Mid-West)	Location	Limerick
Salary:	This role is attached to a defined salary scale which ranges from €32,169 to €39,995 pro rata and appointments are made depending on experience.		

Purpose of the Job

The role of Cook is vital to the successful delivery of quality nutritious meals and food in NOVAS for our clients. The Cook will support the clients of NOVAS Residential Services in Limerick City

The Cook will report directly to the Catering Manager, will be a member of, and work collaboratively with the Limerick Residential services, wider NOVAS services, external service providers and local authorities in the region. The Cook is responsible for liaising with clients and staff teams to plan, prepare and cook nutritional meals, support clients to access quality foods and support clients to develop life skills in relation to the preparation of meals and meal planning. The Cook will ensure effective day to day running of food services, adhere to all aspects of health and safety, the hygiene and physical environment is kept to a high standard and in line with Public Health Legislation. The Cook may be expected to work in and assist with the delivery of meals to various NOVAS projects as required.

The role is situated in Limerick City. The hours of work are between 7am and 3 pm or 8 am to 4pm, 5/7 days, 365 days a year depending on the rota.

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.

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 also provide a service for unaccompanied minors seeking asylum. 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.

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.

Delegation and Reporting

The Cook has decision making remit for the areas of identifying, planning, cooking and delivering quality food provision, whilst supporting the needs of NOVAS clients in collaboration with clients and colleagues within the Limerick Residential Services and the Catering Manager. In the absence of, or at times, the Cook may be required to consult with, and take direction from the Senior Outreach Services Manager, the Head of Operations or the CEO.

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

The Cook 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 at all times be informed by the best interests of the clients 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 struggle 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
Client Care and Support	• To assess individual client's needs, develop and deliver appropriate food provision and support to clients in relation to food requirements and dietary needs. • Assist with menu planning and to cook meals in accordance to agreed menus • To approach clients at all times with dignity and respect and ensure they are provided with choices around the services they receive. • To support clients in line with Trauma Informed Practice and harm reduction principles. • Provide practical services to the client in relation to food and related life skills. • Maintain the kitchen and dining areas to a high standard including cleaning communal areas and work stations as per daily and weekly cleaning duties. • Maintain stock control and carry out checks on a regular basis • Accept and manage deliveries, place orders as necessary and ensure stock rotation. • To be aware of child protection issues and correct reporting procedures. • To adhere to all policies and procedures, particularly in relation to child protection, safeguarding vulnerable adults, confidentiality, finance, personal safety and customer care.

	• To promote client participation by providing information, advice and choices to enable individuals to participate fully in daily decisions relating to them. • To assist clients in providing feedback on services through meetings, the complaints procedures, suggestions and use of questionnaires. • To be accessible and responsive at all times to clients' questions, concerns and requests for information. • When required to keep accurate, up to date, factual client records via the NOVAS recording platforms. (Salesforce) • To promote and implement the principles of customer care.
Financial Responsibilities	• To be aware of and adhere to all relevant financial procedures and regulations of the organisation and to report any discrepancies either on the part of the post-holder or others to your manager immediately.
Liaison	• To establish responsive liaison arrangements both within the association and externally. • To promote the work of NOVAS to other organisations. • Assist with food deliveries to other NOVAS projects • To attend internal and external meetings where appropriate and as requested. • To be accountable for your workload and movements to both your line manager and the appropriate senior managers.
Supervision, Support & Development	▪ Engaging in regular supervision or one-to-one sessions with your line manager. ▪ Working under the direction of your line manager and the wider management team. ▪ Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission. ▪ Participating in team meetings. ▪ Familiarity and compliance with all relevant policies and standards.

	▪ Participation in relevant and required training events.
Health & Safety	▪ Attention to your own and that of the clients Health & Safety in the workplace. ▪ Vigilance of health & safety hazards and timely reporting of same to your line manager and/or safety representative. ▪ Managing and reporting incidents and accidents in accordance with policies and procedures. ▪ Ensuring all Fire Safety Checks are carried out in line with policies, procedures and daily tasks. Reporting any issues immediately to the Project Manager. ▪ Ability to recognise and administer basic First Aid to clients as required. This includes CPR and Naloxone administration. Mandatory Training will be provided ▪ Ensure that the food safety management system (HACCP) principles are adhered to and daily records are maintained. ▪ Ensure all equipment, kitchen and dining areas are cleaned in accordance with the cleaning programme and recorded. ▪ Adhere to all the principals of manual handling. ▪ Ensuring that the service is safe, reporting any security issues to the Project Manager/Gardaí as required. ▪ Adherence to all infection prevention control measures and compliance to all guidance in relation to IPC
Information Management	▪ 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.

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.

The appropriate candidate will have:

- Professional Qualification in the Culinary or Hospitality and Catering sector or equivalent with a minimum of two years' experience in a kitchen
- HACCP Trained
- Full driver's licence
- Ability to work well within a team and also have the ability to lone work.
- Administration skills for record keeping and report writing and computer literacy.
- Ability to provide services that foster and enhance the dignity, development and independence of the individual.
- Ability to communicate effectively with a wide variety of people.
- Understanding of the needs of vulnerable people who are homeless.
- Knowledge of and a commitment to equal opportunities.

Desirable Criteria

It would be an advantage for the candidate to have:

- Experience in working with people who are homeless or other social care groups.
- Experience working on own initiative, lone working, managing one's own caseload and time management.
- Knowledge of statutory and voluntary social care services and systems.
- Experience of working in, or a strong interest in the charity or not-for-profit.
- Experience of working in a busy kitchen.
- Use of own car.

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 staff.

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

Support & Supervision	Every employee will have regular planned one-to-one meetings with their line manager as well and 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.
Learning & Development	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
Career Progression	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
Salary Scales	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
Annual Leave	26 Days annual leave plus bank holidays pro rata.
Pension	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
Employee Assistance Programme	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
Further Education Support	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.
Sick Pay	2 Weeks full and 2 weeks half sick pay certified.
Maternity Leave	18 weeks full pay which can be pro rata across duration.