

Job Description

POST:	Hospitality Assistant
HOURS:	12 per week (2 x 6 hour shifts over a 7-day rota)
CONTRACT:	Permanent
REPORTS TO:	Head Chef
ACCOUNTABLE TO:	Director of Finance & Resources

JOB PURPOSE

Working in the Catering Team, the post holder will ensure the department is able to respond effectively to the needs of the patients on our inpatient unit and Courtyard Café (when required).

The Hospitality Assistant will liaise with patients, nursing staff & catering team to ensure that patients receive food and drink, when required, that meets their nutritional, cultural and religious requirements. Ensure that the appropriate crockery & eating utensils are provided for the patient and following use are correctly cleaned and put away.

The Courtyard Café at St John's Hospice is a social business where our catering team fulfils an important role in delivering a high level of quality food and customer service to our Café customers, patients, visitors, volunteers and staff. When working in the Café the post holder will ensure that a high standard of customer service, cleanliness and a pleasant environment is maintained.

KEY WORKING RELATIONSHIPS

In Patient Unit and Day Hospice Departments
Ward Management Team
Catering Department
Café Supervisor
Café Assistants
Local Dietetic Service
Hospitality and Catering Volunteers

MAIN DUTIES

Patients

- Discuss and help patients make appropriate meal choices, ensuring they are aware of alternatives and special requests.
- Pass the menu choices to the kitchen and liaise with the catering staff to ensure meals are provided as requested or available alternatives are offered.
- Assist the catering team to serve patients.
- Prepare and distribute patient trays suitable for individual needs.

- Ensure details of patients dietary needs are kept up to date on the white board in the kitchen.
- Ensure all patients used items are collected, cleaned and ready for the next meal service. This will include loading and emptying the dishwasher.
- Wash and replenish all water jugs at least twice daily.
- Understand portion control and effective food presentation and why this is important for palliative care patients.
- Facilitate daily discussions with the catering team to gain a full knowledge of the menu choices for the day
- Receive a nursing handover in order to gain knowledge on the patients' nutritional needs and other relevant information.
- Assist with the coordination of volunteer hospitality assistants to ensure continuous support over 7 days.
- Work within the catering team to ensure the main kitchen is maintained to a high standard of cleanliness, following the hospice cleaning schedules, hygiene regulations and procedures.
- Record quantities of food eaten by patients as required by our policies and procedures.
- To utilise empathy and good listening skills to deliver effective nutritional care and to reassure patients who may be confused or anxious.
- Liaise with catering staff to maintain a stock of items required to meet patients' needs out of hours.
- Maintain the necessary stock items and cleanliness of the ward visitor's kitchen.
- Respond to patients and visitors needs in a compassionate, courteous and sensitive manor whilst respecting their dignity at all times.
- Ensure food and hydration needs meet patient's individual choices, religious beliefs and cultural backgrounds.
- Ensure that all food and drink is handled, stored, prepared and delivered in a way that meets the Food Safety Act 1990 and other current legislation.
- Undertake basic food preparation.

Link role responsibilities

- Support relevant project work regarding nutrition within the hospice.
- Support the hospice in the production of relevant patient information.

Education and Development

- Be willing to attend appropriate updates, training, courses and meetings to maintain and develop own skills and expertise.
- Be involved with clinical and non-clinical audits
- To be aware of up-to-date information relevant to own role within the hospice, including knowledge of basic dietary needs.

Courtyard Café

- Demonstrate a high standard of customer service skills in line with Café service level standards.
- Supervise volunteer Café Assistants.
- Assist with cash handling, electronic payment systems and till reconciliation.
- Manage table clearing, crockery washing and return stocking in the café.
- Supervise clean down, restock and closure at the end of the day.
- Maintain a clean environment in the cafe to meet latest requirements, cleaning schedules and a “clean as you go” culture.

OTHER

- Respond to patients and visitors needs in a compassionate, courteous and sensitive manor whilst respecting their dignity at all times.
- Ensure that all food and drink is handled, stored, prepared and delivered in a way that meets the Food Safety Act 1990 and other legislation.
- To assist in the maintenance of harmonious working relationships within the catering team
- To attend all mandatory training
- To participate in the annual appraisal scheme.

The principle duties listed above are intended to serve as a guide for the particular job covered in this specification, but all staff at St John's are expected to respond wholeheartedly to any reasonable request by their supervisor to ensure Hospice services are maintained at a high standard, whether listed or not.

STANDARD/ENHANCED DISCLOSURE REQUIREMENT

Enhanced Disclosure

DUTIES AND RESPONSIBILITIES TO ST. JOHN'S HOSPICE

1. Confidentiality

Each member of the Hospice staff is responsible for ensuring the confidentiality of any information relating to patients, personal information relating to staff, volunteers, supporters, visitors or contractors, financial information, commercial information, and for complying with all the requirements of the Data Protection Act and Caldicot Guidelines whilst carrying out the duties of the post. Any breaches in Hospice confidentiality will be dealt with by St. John's Hospice Disciplinary Procedure and may result in dismissal.

2. Health and Safety

Each member of the St Johns Hospice staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

3. External Interests

Each member of the St Johns Hospice staff is responsible for ensuring that any external interest they have do not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict with their work. Each member of staff is reminded to refer to their employment contract in relation to any other secondary work that they may do alongside working for St John's Hospice and their obligations under the Working Time Directive.

4. Statutory Training

Each member of the St Johns Hospice staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

5. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the St John's Hospice to achieve its corporate goals and objectives.

6. Safeguarding

Each member of St John's Hospice staff is responsible for understanding their responsibilities for Safeguarding Children and Vulnerable Adults in accordance with their job role and any requirements they are obliged to follow as members of their profession. Staff should seek guidance from their immediate supervisor if in doubt.

7. Disclosure and Barring

Each member of staff is required to disclose any caution, fine, penalty or criminal conviction that may occur during the course of employment. This should include any motoring convictions as this may affect the staff member's ability to use Hospice vehicles. Any change in circumstance must be reported immediately to the staff member's supervisor so that any impact on ability to work in post can be assessed.

8. Equality and Inclusion

Each member of staff is required to undertake their duties with due regard for the provisions of the Equality Act 2010 i.e. not to discriminate against members of staff, patients, patient family members, volunteers, supporters, contractors and any visitors to the Hospice.

9. Volunteers

The role of volunteers is integral with the work of St John's Hospice and paid staff are required to underpin this in their attitude and actions.

Sign: _____ Date: _____