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| Role Profile - Hospitality Assistant | |  |
| **Reports to:** | Facilities Supervisor | |
| **Accountable to:** | Facilities Services Manager | |

1. **Main Purpose of the Post**

1.1To work as a member of the ward team under the supervision of the Food Service Supervisor.

1.2 To provide a clean, tidy and hygienic environment in all the catering areas within the Hospice and perform basic food preparation.

1.3 To provide a seamless food service to patients and their visitors.

**2. Key Food Service Responsibilities**

2.1 To provide a clean, tidy and hygienic environment for all catering areas within the Hospice as directed by the Facilities Services Manager and Facilities Supervisor on shift.

2.2 To be responsible for the individual ordering of meals through to clearing away crockery after a patient has eaten following the guidelines on the Food Service Information sheet.

2.3 To record catering information eg. Fridge temperatures, correctly on documentation as required.

2.4 To record the intake of patient meals on the Intake record sheets in the files.

2.5 To order and issue catering stores in the ward kitchen.

2.6 To use kitchen equipment following set procedures and practices in accordance with the manufacturers operating instructions, whilst promoting a safe working environment.

2.7 Ensure that the service provision of food and beverages is on-going and adheres to the Food Services Standard Operation Procedure (SOP).

2.8 To show awareness of cleaning products and procedures within the catering areas, maintain the cleanliness of the catering areas and work within the parameters of the cleaning routine or as directed by the Head of Facilities Services or Facilities Supervisor.

2.9 To be fully aware of COSHH instructions for cleaning products, not using any products which you are not conversant with. Wear protective clothing to ensure own personal safety and those of other staff.

2.10 To carry out basic food preparation as and when required.

2.11 To provide beverages to the patients on the ward.

2.12 To replenish water jugs.

2.13 To collect the trays in from the patients rooms at the end of food service.

**3. Contribute to Creating an Efficient Caring Environment.**

3.1 Be aware of the specific needs of all patients

3.2 Contribute to the Health, Safety and Security of individuals and the environment and take action as in the procedure.

3.3 Assist the Sisters in creating a caring, supportive environment.

**4. Personal Responsibilities**

4.1 To be willing to work in other Facilities sections and attend staff meetings, as required.

4.2 To co-operate and liaise with other colleagues to provide a clean, hygienic environment to the Hospice.

4.3 To support and encourage a harmonious working relationship within the department and within the Hospice.

4.4 To work closely with the other ward based staff to provide a seamless customer service.

4.5 To maintain a dress and personal hygiene standard including the wearing of the uniform provided by the Hospice.

* 1. To participate in courses and training to improve/learn new skills.

4.7 To incorporate new procedures and skills as required and participate in the Individual Performance Reviews (IPR).

**DBS CHECK**

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore a Disclosure and Barring Services (DBS) check will be carried out for the successful candidate. Please see our statement on recruitment of ex-offenders which is available on our website.

**VALUES AND BEHAVIOURS**

St Gemma’s has a set of values and behaviours to improve the experience for our patients and our staff. This means that in undertaking this role the post holder is expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful care to all and continual improvement in line with the values detailed below.

**Caring** – Treating each person with kindness, empathy, compassion and respect.

**Aspiring** – continually learning and developing; striving for excellence in everything we do

**Professional** – Delivering high standards through team work, a skilled workforce and good governance.

**General duties and responsibilities**

All St Gemma’s employees are required to abide by the Health and Safety at Work Act, attend annual mandatory training sessions and ensure that they comply with Hospice policies and procedures at all times.

Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to fundraising and raising the profile of the Hospice locally and nationally.

Strict confidentiality applying to all aspects of Hospice business must be observed at all times.

***This Role Profile is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post holder and employer.***