



St Luke's Hospice

Job Description

Post Title: Hospitality Assistant

Reports to: Hospitality Coordinator

Accountable to: Head of Property, Purchasing and Logistics

Overall Purpose of the Role

1. The Hospitality team's primary focus is to provide patients in the IPC with the service of food and drinks; manage the food and drink facilities in both the café and at coffee machines points across the estate and provide conference and events services on an "as needs" basis for St Luke's.
2. The team support the catering team in the preparation and service of safe and nutritious meals for patients, visitors and staff. They also support the clinical teams with patient care by providing feedback on patient dietary needs and behaviours which contributes to the holistic care provided by St Luke's.
3. They maintain a clean and hygienic working environment at all times in all areas that they manage. They are responsible for appropriate cutlery, crockery and drink stocks related to their area.
4. The team are focussed on the provision of a high quality, helpful, courteous and personal service to the patients, visitors and staff of St Luke's Hospice and to Clifford House and with a high standard of personal presentation.

Key responsibilities

- To promote a professional, courteous and caring service for all customers of the Hospitality service, including IPC and AIC patients, Clifford House clients, relatives, visitors, volunteers and staff; alongside promoting all services provided by the organisation in a professional, support and positive manner.
- To explain all food and drink options and tempt each patient and client, with a view to providing nutritious and tailored meals, drinks and snacks. Follow Food Safety regulations paying due diligence to allergen information, cross contamination and temperature controls; along with providing modified meals and fluids in line with Clinical recommendation including SALT reviews. Ensure that all orders are recorded

in detail (including dietary requirements) to enable the Catering team to provide a safe and enjoyable meal.

- To participate in daily handover sessions with clinical teams and other Hospitality team members, with follow up discussions relating to the change of status of patients, any changes in patient fluid and diet intakes and areas of concern relating to the above and general well-being of each patient. Also ensuring that all patient needs are met by relaying requests for the clinical team's attention, including assistance with feeding.
- To conduct all work within the Infection Control protocols and procedures given and to ensure that a fastidious and comprehensive hand hygiene process is used between all patients and between all areas.
- To effectively use the PPE provided when needed, and to fully understand the varying procedures when coming into contact with precautionary and confirmed infections.
- To conform to Hospitality dress code and to ensure that personal hygiene is maintained, including but not restricted to wearing a clean uniform every day, washing regularly, having long hair tied back, and no jewellery other than stud earrings and a plain wedding band.
- To clean and restock all beverage areas and the Café throughout the shift (as per the work schedule), ensuring that all food available is labelled clearly with relevant allergen information. Work with the Catering team to ensure that food is available in a timely manner and that food is packaged and stored so as to prevent cross contamination.
- Using the till system in place, record, charge and take both cash and card payments in accordance with the pricing structure set. Ensure that all float monies and takings are correct in the presence of another Hospitality team member before submitting to Finance.
- Ensure that all work areas used by the Hospitality team are kept as clean and tidy as possible with the completion of all tasks on the daily and weekly cleaning schedules; with the end of shift cleaning processes being completed in full. Also visually check all machinery used by the team to ensure that everything is in working order (machines are assembled correctly, refrigeration units are temperature checked etc.). Any repairs and maintenance issues should be reported immediately to Maintenance and Portering and appropriate signage displayed to ensure faulty equipment is not used.
- To provide Hospitality services throughout the Hospice and Clifford House, as and when required. This will include commercial bookings at Clifford House such as meetings, conferences, dinners and parties. Hours of work may vary due to the events being held.
- To work efficiently, as part of the team and as an individual, within the constraints of the daily shift routine in order to provide a planned and precise service for the patients.
- Where necessary, to guide, buddy and work with both Hospitality volunteers and new employees to ensure that the Hospitality service remains consistent and of a high standard, and that training is completed fully.

General

All St Luke's employees are required to:

- Abide by the Health and Safety at Work Act
- Complete mandatory training via e-learning, annually
- Respect confidentiality applying to all Hospice areas
- Work within Hospice policies and procedures
- Comply with the Hospice no smoking policy, unless in allocated smoking areas
- Participate in and contribute to team meetings
- Co-operate and liaise with departmental colleagues

All St Luke's employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence
- Support and encourage harmonious internal and external working relationships
- Make a positive contribution to fundraising and raising the profile of the Hospice

Our Values

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- Compassionate
- Dignified
- Inspired
- Pioneering

Values are really important throughout every team here at St Luke's, we are all responsible for ensuring our values are displayed and to ensure they form a core part of everything that we do at St Luke's. They influence our behaviours, our language, the way we interact with each other as employees and also as human beings. In bringing our values to life, we have created a booklet entitled 'The Little Pink Book' which supports all of us at St Luke's in helping us to put our values into action through our behaviours every day.

We expect staff to familiarise themselves with our values and the expected behaviours, and to ask if they feel these conflict in any way with their roles. These values and behaviours will be used as a reference in our day-to-day working lives, and how we respect St Luke's and those associated with it.

This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.

Date Agreed: May 2020

Review Date: May 2021