

Job description



Job title: Dining Room Host

Responsible to: Home Manager

Our Values

- ❖ Fulfilling Lives is our core purpose
 - ❖ Every one of us makes a difference is the belief that drives us
 - ❖ Caring, Passionate and Teamwork are the values that underpin everything we do
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Job Summary

You will provide hospitality services to residents and their guests serving meals, snacks and beverages at their request in the location of their choice. You will also maintain the dining rooms in a state of readiness for residents and their guests to use at their leisure and assist in creating and maintaining a welcoming, stimulating, attractive and safe environment for residents.

Key Responsibilities

- Clear and reset the dining room for lunch after breakfast service has been completed assisting any resident remaining in the dining room with any requests they may have. Ensure that no resident feels in any way rushed or pressured to finish a meal.
- To ensure serverly stocks are replenished on a daily basis, the stock rota is adhered to and all foods are dated and labelled.
- Ensure serveries are kept clean at all times and HACCP documentation is completed.
- Clean and re-fresh all water jugs and glasses and return to residents rooms.
- Liaise with the Head Chef with regard to any special requirements for the day. Check menus and visit each resident to ask for their meal choices for lunch. Provide this information to the Head Chef for meal planning.
- Spend as much time with residents as possible to contribute to one to one and group activities to promote independence and continued ability to undertake daily tasks.
- Prepare and serve morning beverages in locations as required by residents including the dining room, communal lounges and resident's own rooms. Possibly assisting residents to prepare their own beverages if they wish to do this.
- Serve lunch, assisted by care colleagues in the dining room, assist in the personal room meal service for residents who choose to eat in their rooms. Ensure all in room trays are presented as shown in WGLL.
- Inform the Head Chef immediately of any changes to meal choices made by residents and ensure, as far as possible, that all residents are provided with their choice.
- Prepare and serve afternoon beverages in locations as required by residents including the dining room, communal lounges and resident's own rooms.
- Serve supper, assisted by care colleagues, in the dining room. Plate up meals for residents who choose to eat in their rooms. Ensure all in room trays are presented as shown in WGLL.
- Be available at all times to provide beverages and refreshments to residents and their guests.
- Attend appropriate training/development programmes and team meetings as scheduled.
- Undertake any other duties required by the Head Chef or Home Manager, including working in other areas when required to ensure the smooth running of the home and delivery of care to the residents.
- Maintain confidentiality at all times.

Safeguarding of Vulnerable Adults / Mental Capacity Act

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD.

Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
- To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act 2018 and the company's ISO27001 accreditation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

- ❖ This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
- ❖ This job description is subject to regular review and appropriate modification.

Person specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good standard of education 	<ul style="list-style-type: none"> • Catering/hotel services qualification
Experience	<ul style="list-style-type: none"> • Relevant experience perhaps gained in a hotel environment 	<ul style="list-style-type: none"> • Silver service • Experience of working in a care home environment
Technical Skills	<ul style="list-style-type: none"> • Excellent communication skills, both written and verbal • Basic food hygiene 	<ul style="list-style-type: none"> • Knowledge of working in a care home environment

Personal Qualities	<ul style="list-style-type: none">• Keen to learn and improve own performance• Committed to communicate with customers to understand their needs• Will go the extra mile to help fulfil customers' needs• Has a 'can-do' attitude to work• Enjoys working effectively as part of a team• Adaptable, friendly, polite, courteous and caring• Smart appearance, good personal hygiene standards.	
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