

JOB DESCRIPTION

JOB TITLE:	Hostess
RESPONSIBLE TO:	Home Manager
ACCOUNTABLE TO:	Regional Director

Care UK's Values

- Every one of us makes a difference
- Customers are at the heart of everything we do
- Together we make things better

Job Summary

To provide hospitality services to residents and their guests. Serving meals, snacks and beverages at their request in the location of their choice.

To maintain the dining rooms in a state of readiness for residents and their guests to use at their leisure.

To help maintain a welcoming, stimulating, attractive and safe environment for residents, preserving dignity and respect.

Key Responsibilities

- Clear and reset the dining room for lunch after breakfast service has been completed. Assisting any resident remaining in the dining room for breakfast with any requests they may have. Ensuring no resident feels in any way rushed or pressured to finish a meal.
- To ensure servery stocks are replenished on a daily basis and stock rota is adhered and all food are date and labelled
- Ensure serveries are kept clean at all times and HACCP documentation is completed
- Clean and re-fresh all water jug and glasses and return to residents rooms
- Liaise with the Head Chef regarding any special requirements for the day. Check menu and visit each resident to ask for meal choices for lunch. Provide choice 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 as desired.
- 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 desired.
- Serve lunch, assisted by support workers, in the dining room. Plate up meals for residents who choose to eat in their rooms. Ensure all required condiments are placed on the tray for support workers to take to the resident's room's .Return all trolleys to kitchen at the end of service.
- 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.

Hostess

Version 1: December 2011

Owner: Project Manager

- Clear dining room and set up for supper.
- 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 assistants, in the dining room. Plate up meals for residents who choose to eat in their rooms. Ensure all required condiments are placed on the tray for carers to take to the resident's rooms. Return all trolley's to kitchen at the end of service .
- Be available at all times to provide beverages and refreshments to residents and their guests. Offer beverages to all visitors to the unit.
- Attend appropriate training/development programmes and staff meetings as scheduled.
- Undertake any other duties required by the Chef or Home Manager, including working in other areas/units when required to ensure the smooth running of the Home and delivery of care to the residents.
- Understand and 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.

Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act 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.

I confirm I have read and understand this job description

Name of post holder

Signature

Date

HAZARDS					
Laboratory specimens		Clinical contact with patients/residents		Performing exposure prone invasive procedures	
Blood/body fluids		Dusty environment		VDU use	
Radiation		Challenging behaviour	√	Moving and handling	√
Solvents		Driving		Noise	
Respiratory sensitisers		Food handling	√	Working in isolation	

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> GCSEs (or equivalent) including English and Maths 	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 in a care home environment
Technical Skills	<ul style="list-style-type: none"> Excellent communication skills, both written and verbal Basic food hygiene 	
Personal Qualities	<ul style="list-style-type: none"> Shares ideas with others [to make improvements] 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. 	