

# Job description



**Job title:** Host

**Responsible to:** Home Manager

**Accountable to:** Regional Director

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## 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

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.
- 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.

### **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 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
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSEs (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>Catering/hotel services qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>Experience working within a Hotel</li> <li>Silver service</li> <li>Experience in a care home environment</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>Excellent communication skills, both written and verbal</li> <li>Basic food hygiene knowledge</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Self-motivated, flexible and enthusiastic approach to work</li> <li>Works collaboratively with others sharing ideas and information at all times</li> <li>Effectively builds trust with a consistent approach between actions and words</li> <li>Shares ideas with others to make improvements</li> <li>Keen to learn and improve own performance</li> <li>Committed to communicate with customers to understand their needs</li> <li>Will go the extra mile to help fulfil customers' needs</li> <li>Has a 'can-do' attitude to work</li> <li>Enjoys working effectively as part of a team</li> <li>Adaptable, polite, and caring qualities</li> <li>Good understanding of personal hygiene standards</li> </ul>	