



Sheffield's Hospice

St Luke's Hospice

Job Description

Post Title: Hospitality Assistant

Reports to: IPC Lead

Accountable to: Head of Clinical Services

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 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, 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 to patients and clients, 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 recommendations and reviews (including Speech and Language Therapy reviews). Ensure that all orders

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

- On successful completion of specific training, and in partnership with the IPC nursing team, assist patients with their daily fluid intake.
- 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 adhering to the IPC dress code, 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. Maintain bare below the elbow.
- 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 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 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

St Luke's Vision, Mission and Strategy:

The job-holder will be expected to work to advance St Luke's Vision, Mission, Strategy and Core Values, which are:

- **Vision**
Supporting and caring for everyone affected by terminal illness in Sheffield.
- **Mission**
To deliver the best possible palliative care in Sheffield, whilst developing and driving continual improvements for everyone affected by terminal illness.
- **Strategy**
St Luke's is dedicated to the wellbeing of the terminally ill in Sheffield and their loved ones. No patient or family is ever the same, and our journey with each individual is unique. Above all, we are about life, and enabling our patients and their loved ones to live theirs and die with dignity and respect. Our strategy to achieve this is defined by our values.
- **Our Values**
 - **Dignified** - In everything we do, we provide and nurture an environment that ensures a dignified, respectful and human experience for everyone in our care.
 - **Compassionate** - Compassion is at the heart of St Luke's, expressed by human kindness and a selfless, benevolent concern for the wellbeing of everyone we care for no matter what their circumstances.
 - **Inspired** - Inspired by those we care for, we are proud to be part of our community and it is a great privilege to support individuals and their families through many challenging and significant moments. We are always mindful of the trust and confidence invested in us by them.
 - **Pioneering** - We aspire to be the best and to set new benchmarks for end of life care, inspired by the pioneering spirit of our founders. We are advocates for the terminally ill, we are their voice and their champions, and therefore we will never stop striving to improve what we do.

Our commitment to Equity, Diversity & Inclusion:

The job-holder can expect to work in a space that is free from barriers and attitudes that are free from prejudice:

We seek to employ, engage with, and care equally for all we encounter; striving to make our employment, volunteering, events and services free from barriers, and our attitudes free from prejudice, and treating everyone as a unique individual, providing the best experience that we can for each person.

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: Jan 2024

Review Date: Jan 2025