

<b>Job title: Host</b>	
<b>Reports to:</b> House-Leader	<b>Reporting to job holder:</b> Head Of Person Centred Care
<p><b>Overall purpose:</b></p> <p>To provide essential hospitality support services to our residents. Promoting the philosophy of privacy, dignity, independence, choice, rights, and fulfilments for all residents; thereby treating everyone with respect. You will be responsible for supporting our residents with hospitality services for them and their guests.</p>	
<p><b>Principal accountabilities:</b></p> <p><b><u>Planning, Organising and Budgeting</u></b></p> <ul style="list-style-type: none"> <li>• Clear and reset the dining room after each meal, ensuring residents do not feel rushed or pressured to finish their meal.</li> <li>• Ensure kitchen stocks are replenished daily, and the stock rota is adhered to, with all food having the appropriate label/s.</li> <li>• Clean and re-fresh all water jugs and glasses and return to resident rooms.</li> <li>• Clean and refresh hydration stations and snack shacks.</li> <li>• Check menus and visit each resident to ask for their meal choices, to complete the ordering form for the Catering Team, also ensure the Catering Team are aware of any special dietary requirements.</li> <li>• Prepare and serve beverages throughout the day in the lounge/communal areas and the resident rooms.</li> <li>• Support residents to prepare their own beverages or snacks if desired.</li> <li>• Collect the meal trolleys from the kitchen prior to meals.</li> <li>• Clean and return the trolleys to the kitchen at the end of the service.</li> <li>• Clean the kitchen area, dishes, and cutlery on the house after meal/snack times and ensure the kitchen always remains as tidy as possible.</li> <li>• Liaise with the kitchen on any last-minute changes to meals for residents who may require it.</li> </ul>	

- Be available to prepare and serve beverages and refreshments for residents and any visitors during the day.
- Attend appropriate training/development and staff meetings as required.
- Undertake any other duties required by the House-leader as directed.
- Assist the Wellbeing Co-ordinator to support residents to help promote independence.

### **Communication**

Must be willing to work flexibly across multiple different residential houses within the care home.

Complete accurate records of food or fluid consumed and provide feedback to care staff after each meal service, for each resident, on the amount of food and fluid consumed.

Provide accurate feedback to staff regarding any concerns you may have regarding swallowing, or choking issues, which you have observed with the residents.

### **Managing performance**

As part of the Care team, you will be responsible for supporting with hospitality services in a person-centred way to the residents, at their request, and in a location of their choice.

Attend group/individual 1-1 meetings, complete all statutory and mandatory training to meet the requirements of current legislation, participate in the ben appraisal programme, and attend appropriate courses to enhance your personal and professional knowledge and skills.

### **Achieving customer service excellence**

The ability to work flexibly, adapting to the needs of our residents is essential and you must be able to communicate effectively both verbally and non-verbally.

A drive to achieve the highest levels of customer service is highly desirable and the candidate will be comfortable working both individually, and as part of a multidisciplinary care team.

Have a keen eye for detail and be sympathetic to nuances of each individual resident.

Good IT proficiency, organisational skills and time management are also highly desirable.

All staff must respect the confidentiality of any matters they may learn in the course of their duties.

### **Additional duties**

**This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.**

**Deliverables – Key measures:**

**Planning and organising**

To be able to support with all aspects of hospitality services and be able to adapt to individual needs as situations dictate.

**Business focus**

To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are adhered to.

**Communication**

Ensure customers, their relatives, and visitors to Ben premises are engaged in a professional and appropriate manner, ensuring a positive perception of Ben care services.

Assist in maintaining a clean and safe environment in respect of any food preparation and service to customers which minimises the risk of food related illness.

Contribute to ensuring that complaints, concerns, or incidents relating to catering services in the care home are promptly managed, promoting a positive customer experience.

**Stakeholder relationships**

Stakeholders experience professional, positive, and helpful interactions with Ben colleagues.

**Achieving customer service excellence**

To contribute to the delivery of a consistent level of hospitality services to customers, their relatives, friends, and colleagues. Which echoes our best life approach and maintains the highest standards of personal support.

**Additional duties**

Accept ad hoc tasks/duties as required.

**PRIDE values**

To embody and deliver the role of \*[insert Job Title] in line with our values:

**Passionate**

**Respectful**

**Inclusive**

**Driven**

**Empowered**

<p><b>Experience required:</b></p> <p>Experience in the field of Older Adults, Mental Health/Dementia is preferable</p> <p>Knowledge of IDDSI guidelines would be beneficial but not essential (as training will be provided)</p>	<p><b>Technical Knowledge:</b></p> <p>Computer Literacy – Must be comfortable using technology.</p>
<p><b>Other significant role requirements:</b></p> <ul style="list-style-type: none"><li>▪ Demonstrate the Core Behaviours for the role.</li><li>▪ Must have a flexible approach.</li><li>▪ Basic numeracy and literacy skills to read and understand procedures, instructions and to undertake as required routine administration tasks accurately.</li><li>▪ Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.</li><li>▪</li></ul>	
<p><b>Date updated:</b></p>	