

## ST LUKE'S HOSPICE

### JOB DESCRIPTION

|                        |                                    |
|------------------------|------------------------------------|
| <b>POST:</b>           | Hotel Services/Kitchen Assistant   |
| <b>REPORTS TO:</b>     | Head Chef                          |
| <b>ACCOUNTABLE TO:</b> | Hotel Services Development Manager |

#### **Main Purpose of the Post**

Hotel Services is committed to providing a high quality, helpful, courteous and personal service to the patients, visitors and staff of the Hospice.

Your role as a Hotel Services/Kitchen Assistant is to work within the Hotel Services departments to support with duties relating to the provision of an efficient and effective service. Your main role will be to clear away and wash up dishes and equipment in accordance with current legislative hygiene practices. You will also undertake catering, hospitality, cleaning and other general duties as required.

Patients and staff should receive a high level of customer service, timely, friendly and efficiently delivered by Hotel Services staff with a high standard of personal presentation.

#### **1.0 Key Responsibilities**

##### **Hygiene & Cleaning Duties**

- 1 Responsible for performing daily, weekly and periodic cleaning tasks as specified on work schedules as required.
- 2 To undertake cleaning of all catering equipment, food storage rooms and production areas.
- 3 To clear away and wash up dishes and equipment in accordance with current legislative hygiene practices. This includes the operation of a mechanical dishwasher
- 4 To clean and de-frost all refrigeration equipment as per schedules.
- 5 Ensure high standards of personal hygiene and kitchen hygiene are maintained as specified in departments Operations Manuals
- 6 To undertake cleaning of any Hotel services areas as required.
- 7 To sweep and mop the floors in the kitchen, storage areas and any other as required.
- 8 Removing rubbish, i.e. emptying bins, removal of clinical waste, bagging up rubbish in correct colour coded bag and taking to allocated collection points as required.
- 9 To carry out deep cleaning duties as required.
- 10 To carry out daily temperature checks of refrigerators etc. as per schedule

##### **Preparation Duties**

- 1 Preparation of vegetables, light snacks, sandwiches, salad items, breakfast items and other foods as required.

- 2 Undertake additional catering related tasks as requested by the Head Chef

### **Service Duties**

- 1 Serve food in the restaurant to staff, visitors and volunteers including using the till when required

### **Other**

- 1 Report any identified equipment, fabric and mains service defects to the Head of Department to ensure that equipment, premises and mains services are maintained.
- 2 To undertake supervised monitoring, recording and storage of deliveries, as specified
- 3 To communicate effectively, both verbally and written with patients, carers, visitors, nursing staff and colleagues

### **General**

All St Luke's employees are required to:

- Abide by the Health & Safety at Work Act.
- Attend mandatory training annually.
- Respect confidentiality applying to all Hospice areas.
- Work within Hospice policies and procedures.
- Participate 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 good internal and external working relationships.
- Make a positive contribution to fundraising and raising the profile of the Hospice.

**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:** December 2012

**Review Date:** December 2013