



St Monica Trust

Hospitality Support Worker Role Profile

Role purpose:

Reporting to the Housekeeping and Catering Manager, to maintain the kitchen and dining room areas and prepare and serve food and beverages to the residents. Understanding and respecting the cultural and spiritual needs of residents, ensuring these are met and that residents and visitors have a warm welcoming environment.

Hours of work:

Required hours will be stated on the job advert and will vary according to our needs and sites.



Duties

1. To maintain a high standard of hygiene in accordance with food hygiene legislation and St Monica Trust's policies and procedures.
2. To provide a person-centered meals and drinks service as required on a day to day basis.
3. Provide assistance to the housekeeping service as and when required.
4. To encourage and facilitate social and spiritual activities for the residents.
5. Maintain appropriate records
6. To assist residents with their nutritional requirements including helping residents at meal times.
7. To report any change in residents' conditions to the Registered Nurse/Care Team.
8. Use correct procedures for reporting incidents e.g. a resident fall
9. To comply with health and safety regulations and legislation in relation to tasks undertaken and to report any situations that could be considered hazardous.

Main Tasks

1. Clean kitchen areas including ovens, trolleys, fridges, hobs, dishwashers etc. and maintain good hygiene standards.
2. Maintain stock of food items as required.
3. Assemble and dispose of any food waste/disposable items for collection.
4. Wash up cutlery, crockery and kitchen utensils.
5. Assist in the preparation of hot and cold snacks, light meals and beverages.
6. Service of food and beverages to residents, visitors.
7. Develop an understanding of the residents' needs and interact positively with them and their families and friends on a daily basis.
8. Liaise with care staff to ensure essential resident care plan and "life story book" details are known and specific needs understood.
9. Involve and encourage residents in activities going on in the home. Where appropriate, encourage residents in making drinks, cooking, laying and clearing of tables in accordance with risk assessments.
10. Promoting and maintaining a homely environment e.g. putting out magazines, playing CDs, watering plants etc.



Person specification		
The skills, knowledge, qualifications and experience listed here are requirements of the role and are assessed at different stages of our recruitment and selection process. Use this information to help you complete the 'further information' section of the application form.		
Skills		
Communication Clear written and verbal communication skills. The ability to listen, to follow and understand instructions especially regarding working in a safe environment. Attention to detail.		
Thinking Style A logical and rational approach to resolving problems and making decisions. Good use of initiative and intuition. Flexible and adaptable in style – covering colleagues when necessary. Drive and motivation. Evidence of interest to learn and succeed.		
Working with others Demonstrates strong client focus - prioritises residents' needs and requests. A welcoming and approachable style. Able to build positive working relationships with residents, team members and external visitors.		
Well-being and Values Demonstrates values of respect, trust and calmness. Has an understanding of older people's needs and a commitment to the safety, care and well-being of residents. Ability to show empathy.		
Time management Organising skills – being able to plan ahead, meet deadlines. Conducts tasks in a structured and logical way. Factoring in the unexpected! Ability to work in a busy and pressurised environment.		
Qualifications	Essential	Desirable
Basic food hygiene qualification		✓
Experience	Essential	Desirable
Working in a catering role/environment		✓
Working in a care setting		✓
Knowledge	Essential	Desirable
Good food hygiene practices		✓
Additional information		
<ul style="list-style-type: none"> Duties must be carried out in compliance with St Monica Trust's Equality and Diversity Policy. This role profile contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out. There will from time to time be a variation of duties depending on residents' and units' needs. This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction, including spent convictions, must be made known at the time of the application. 		