

Job Description: Patient Ambassador

Function:	Support function
Job:	Patient Ambassador
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Compliance and Performance Manager
Additional reporting line to:	Business Director
Position location:	Hereford County Hospital

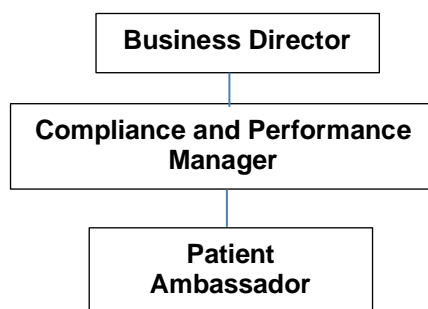
1. Purpose of the Job – State concisely the aim of the job.

- Responsibility for the ensuring that a patient's experience of the services we provide, is as positive as can be!
- Ensuring all patients are offered a suitable choice of meal to meet their needs and strive to provide a personalized patient experience at every mealtime.
- Ensure that the Patient environment is maintained to a high standard in line with current cleaning standards.
- Particular emphasis will be based on food quality and monitoring of the patient experience at ward level to help drive an improved patient outlook on overall food services
- Act as the voice of the patient & the face of Sodexo, providing a professional and positive link between our teams, the clinical teams and the Patient.

2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

Revenue FY24:	tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- 7 day a week operation
- External Auditors/assessors
- Management of change and interaction with Service Managers
- Changing preconceived opinions on Hospital catering
- Delivering critical/negative feedback in a constructive/positive manner

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Participation in the completion of audits and assessments such as OMTA's, PLACE etc
- Reviewing audit and monitoring information to identify areas of excellence or improvement
- Working with the Trust monitoring team to jointly work on improving patient satisfaction
- Utilising 'Experientia' to monitor real-time patient feedback, addressing any issues immediately
- Be the 'voice of the patient' providing a service-independent force for change within our team
- Work with the team to effectively manage the meal service at ward level ensuring that agreed service specifications and are being met whilst adhering to the trust meal time standard
- Support the Patient Dining Experience and make mealtimes matter
- Create positive working relationships with Trust, clients and staff and actively resolve ward issues, upholding the principle of providing a 'personalised patient experience'
- Have an awareness of Trust policies
- Involvement in national NHS campaigns
- Working with the operations team, analyse areas and wards of concern, from the Trusts what matters to me data
- Lead with supervisors to ensure that all patient dining and domestic assistants at ward level are following best practice
- Ensure that extremely high standards of food preparation are in line with the strict hygiene procedure.
- Ensure that domestic cleaning in line with current standards are being practised within the locations you visit
- Ensure patient menus are compiled efficiently, ensuring wastage and ordering are kept to a minimum.
- Regularly check Wards Nutrition Boards are completed effectively to ensure a smooth meal service.
- Participate in the Observational Mealtime Audit programme.
- Carry out Patient Surveys ensuring the data is collated and provided to management.
- Monitoring the effective use of the patient menu system (Saffron) and ensure that all data is captured and information kept up to date.
- Ensure compliance with The Food Safety and Hygiene regulations, Company and Trust policies.
- Ensure all staff observe and adhere to all relevant Health and Safety legislation and that records are kept.
- Provide and maintain accurate quality and monitoring documentation for all services assessed.
- Carry out weekly ward audits in line with the KPI Indicators. Results of these audits to be collated and shared with management for action.
- Complete KPI reports in line with the SLA, these are to be reported to management.
- Manage queries received from the wards and escalate patient complaints to the operational lead
- Attend meetings with the Trust in relation to the patient experience, as and when required
- Display exemplary customer service skills, ensuring that patients are at the heart of Sodexo service delivery
- Challenge poor standards of customer and patient services, and escalate to the relevant manager
- Adopt a continuous improvement methodology to ensure standards are met or enhanced
- Review patient interaction processes (meal ordering, substitutions etc) to identify any improvements.
- Maintain an in-depth knowledge of the meal offers and menus available to all patients.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Improving CQC assessment of patient Dining and Domestic services
- Improving patient feedback of Catering and Domestic services (Experiencia, PET etc)
- Improving Hospital PLACE scores for all services

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proven experience of managing a complex service with a diverse workforce
- Passion for customer care.
- Good communication skills – ability to communicate effectively with patients, visitors, colleagues, clients
- Ability to adhere to instructions, standards and procedures
- Computer literate in Microsoft Excel and Word
- Advanced Food Hygiene
- IOSH managing Safely

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none">• Growth, Client & Customer Satisfaction / Quality of Services provided	<ul style="list-style-type: none">• Leadership & People Management
<ul style="list-style-type: none">• Rigorous management of results	<ul style="list-style-type: none">• Innovation and Change
<ul style="list-style-type: none">• Brand Notoriety	<ul style="list-style-type: none">• Business Consulting
<ul style="list-style-type: none">• Commercial Awareness	<ul style="list-style-type: none">• HR Service Delivery
<ul style="list-style-type: none">• Employee Engagement	
<ul style="list-style-type: none">• Learning & Development	

9. Management Approval – To be completed by document owner

Version	2.0	Date 27/11/23	
Document Owner			