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Job Description

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|  | **P****osition Title** | Ward Host/ Hostess |  | **Department** | Nuffield Health Ward |  |
|  | **Generic Job Title** | Ward Host/ Hostess |  | **Segment** | Healthcare |  |
|  | **Team Band** |  |  | **Location** | Guildford |  |
|  | **Reports to** | Carol Forrest/Ward Supervisor |  | **Office / Unit name** | Nuffield Guildford GB343218 |  |
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|  | **Organisation structure** | | | | |  |
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|  | **Job Purpose**  To assist in the preparation of all patient food services. To ensure that all foods are produced in a safe and hygienic manner at all times. Assemble patient meals ready to transport to patients bed-side.  To work in conjunction with the ward and kitchen team to develop and provide a high quality helpful courteous service to patients, visitors and staff. | | | | |  |
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|  | **Accountabilities** or “What you have to do”   * To probe, record and complete all temperatures / paperwork correctly daily and sign * To complete the cleaning schedule daily and sign * To Communicate professionally with the Chef on duty for food requirements to reduce possible waiting times and wastage. * To adhere to all legislation, the clients and company policy in the provision of patient meal service. * To clear down and clean all work areas before end of shift * To serve Patients and Visitors politely and efficiently * Ensure that all dietry requirements are reported to the Chef and all requirements are followed * To maintain and fill if required the Autobar Coffee machines situated in HDU, Theatres, Quiet room, Dental. * To ensure the patient has fresh drinking water available at all times unless otherwise informed. * Conduct meal services by attractively presenting meals adhering to any specific requested portion sizes. | | | | |  |
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|  | **Key Performance Indicators** (KPIs) or “What it will look like when you are doing the job well”   * All Patient, Visitors and Staff will be fed to the standard required by both Sodexo and Nuffield * No Patient, Visitor or Member of staff will be waiting for food or beverage service * All Paperwork will be completed and within H&H guidelines and requirements * Reduction in waste * Work area will be organised and functioning within all H&H regulations | | | |  |
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|  | **Contextual or other information**   * To follow directions given at all times for various possible jobs outside of the job description and to be available to assist as required. * To report any broken equipment or damage to Head Chef or Catering Business Manager * To report possible “Near Misses” to Head Chef or Catering Manager * To communicate to all Nuffield / Sodexo Staff with professionalism at all times * To notify Head Chef / Chef if leaving the department at any time of location going to – Reducing Fire Risk | | | |  |
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| Version | | Four | Date | 08/11/2016 | |
| Document owner | | Carol Forrest – Catering Business Manager | | | |