



Position Description

Position Title:	Senior Patient Hospitality Assistant
Department:	Surgical Ward
Location:	Kaweka Hospital, Canning Road
Reporting To:	Surgical Ward Team Leader

The Kaweka Way – Making It Better

The Kaweka Way encompasses the foundational values that allow us to provide a world class facility and service to our patients, our local community and our teams.

Kounga - Quality

I will confidently ensure that all patients have a quality experience and the best possible health outcome.

Ngākau tapatahi - Integrity

I will create an environment of trust that will set the standard for others to aspire to.

Mahi ngātahi - Teamwork

I will remove barriers to create more efficient systems and processes and ensure that collaboration and inclusiveness are at the heart of everything I do.

Atawhai - Kindness

I will treat all of our patients and colleagues with compassion and genuine care so that they feel reassured and at ease.

Pārekareka - Fun

I will embrace Kaweka Hospital being an irresistible workplace which is happy and fulfilling for our team.

Whakapai ake - Improvement

I will continually improve my knowledge and skills to ensure that Kaweka Hospital is a leading surgical facility innovating healthcare in New Zealand.

Purpose of the Position

Nutrition is an important part of our ability to ensure the best outcomes for our patients. The Patient Hospitality Assistant provides our patients and visitors with service above and beyond expectations to ensure a memorable food and dining experience during their time with Kaweka Hospital.

What You're Responsible For

- Displays excellent communication and customer service skills with patients, staff and visitors.
- Ensures patients nutritional requirements are catered for- including ensuring all special dietary needs are met.
- Goes above and beyond to make sure patients and whānau have a positive experience.
- Direct responsibility for the ordering of consumables and perishable goods for patients using relevant programmes and Microsoft packages such as Word and Excel.
- Responsible for rotation and monitoring stock levels ensuring supplies are readily available.

- Ensures the smooth running of the PHA team on a daily basis including participating in and overseeing the fulfillment of designated and required daily, weekly and monthly tasks.
- Liaise with the Surgical Ward roster coordinator to ensure a safe and fair rotating roster and annual leave plan considerations for the PHA team.
- Ensures the PHA team are aware of designated patient areas and expected service timing requirements
- Undertakes audits of PHA role requirements as directed by the Surgical Ward Team Leader in relation to monitoring of set tasks, documentation accuracy and filing, and food standards.
- Monitors temp checks and implements actions when necessary
- Contributes to the ward team meetings
- Preparation of patient menus using Microsoft Products such as Word and PowerPoint.
- Ensures correct food safety, storage and handling policies and procedures are followed.
- Ensures PHA team don correct uniform and keep uniform in pristine condition.
- Listens and actions patients and whānau feedback and responds appropriately.
- Responsible for delivery of the meals to the patients using superior customer service skills.
- Functions as an integral part of the wider Kaweka Hospital team to support the nutritional needs of the patient.
- Collection of food from suppliers outside of the hospital grounds where required.
- Responsible for preparation and exceptional presentation of meals and meal trays to delivery cart and ensures trays are delivered to patients within required time.
- Responsible for collection and removal of trays from rooms.
- Preparation and delivery of morning and afternoon teas to our patients and visitors, including the clearing up of these items post service.
- Keeps work areas cleaned and maintains food safety and hygiene.
- Monitors patient diet prescription, diet order changes, nourishment orders, late tray requests and quality standards.
- Accurately takes and checks patient menus according to physician diet orders.
- Identifies and adheres to patient's food allergies, intolerances and food preferences.
- Models essential service behaviours, such as excellent communication and customer service skills with patients, nursing staff, other team members and visitors, interacting cooperatively and constructively and communicating in an open, honest and compassionate way.
- Interacts appropriately with a culturally diverse population.
- Communicate in a hand-over daily with other team members as needed.
- Communicates any issues to the Surgical Ward Team Leader and Deputy Team Leader as soon as they arise.
- Monitors meal provisions for quality and control purposes.
- Attend in-service educational opportunities.
- Adhere to strict health and safety standards around food handling and correct storage of chilled/frozen food.
- Adheres to the Privacy Act 2020 and maintains patient and whānau privacy.

Your Commitment to Diversity and Reducing Inequities

- Supports a health workforce that reflects the Hawke's Bay community.
- Demonstrates knowledge and understanding of local tikanga and Māori culture and supports the use of Te Reo Māori.
- Is visible, welcoming and accessible to Māori, Pasifika patients and their whānau, and all other ethnicities without prejudice.
- Is committed to reducing inequities for Māori and Pasifika in accessing services.
- Is able to apply the Tiriti o Waitangi within the delivery of services on behalf of Kaweka Hospital.
- Actively engages in respectful relationships with all patients and their support networks to encourage participation in the delivery of care.

- Demonstrates the ability to engage with all patients and how they identify themselves.
- Provides an accessible service for the disabled community that recognises the individual needs of the patient.
- Promotes awareness of LGBTTTQIA+ communities, the challenges they face and being an ally in the workplace.

Your Commitment to Quality, Occupational Health, Safety, & Wellbeing, and Environment

- You will be proactive in the use of appropriate mechanisms to identify all accidents, incidents, near misses, and nonconformances.
- You will participate in multi-disciplinary meetings and systems.
- You will not do anything that puts your own or others occupational health & safety, or wellbeing at risk.
- Follows all quality, occupational health, safety, & wellbeing, and environmental policies, procedures, and instructions.
- Understand your rights and responsibilities as a worker under the Health and Safety at Work Act 2015.

Kaweka Hospital Staff are People Who

- Lead by example and are self-confident but humble.
- Operate with a defined vision and a bias for action.
- Are self-directed, rapid learners.
- Aren't content with the status quo and are able to break down barriers to move the organisation forward.
- Exhibit passion and excitement regarding their work.
- Are tenacious and willing to put in extra effort to achieve their, and Kaweka's goals.
- Are collaborative by choice and don't make decisions in isolation.
- Are passionate about improving the responsiveness and quality of the solutions delivered.
- Have effective written and face-to-face communication skills.
- Are problem solvers by nature.
- Have superior customer service mindsets.
- Are able to influence others, work in a team environment, and also able to work independently.
- Are able to handle multiple, and sometimes conflicting, priorities.

All Hands on Deck Approach

At Kaweka Hospital we know the most successful teams are made up of people who are willing to "jump in and get the job done", even if it's a task not specifically stated in your position description. From time-to-time we may ask this of you, however, we will always ensure that your safety, and that of our patients, is paramount so you will never be asked to do anything outside what is reasonable for your role.

Education and Experience

Education

Level 2, Basic Food Safety Certificate or equivalent, at a minimum or willingness to obtain.
Full drivers license.

Experience

Proficient – this position requires skill and experience in a variety of tasks. You should have proven experience of two or more years.

Expectations

Complexity

Practical – you will need to apply practical skills and your previous learnings to undertake well-defined activities, however you will be able to make decisions relevant to, and in order to fulfill your position.

Scope

Related – while you will not have direct supervision of others, this role will require you to work closely with other members of the team to achieve common objectives.

Problem Solving

Routine – you will have the ability to make some minor decisions in order to interpret rules, instructions and policies.

Freedom to Act

Instructions – you will receive detailed instructions for tasks you undertake but you will have some freedom to determine workload.

Interpersonal Skills

Interact / Serve – this position requires strong customer service skills including courtesy and good listening skills and the ability to interact with a wide range of people in order to understand and be able to explain.

Authorities

No financial authority.

People Management

No people management.

Physical Status

Generally physically fit and able to undertake the role as outlined.

Vaccination Status

Recommend vaccinations and those deemed mandatory and as required by the Ministry of Health. This will be reviewed frequently by the Senior Leadership Team following any change to the requirements of the Ministry of Health.

Employment Agreement:	Individual Employment Agreement as agreed with the employee.
Position Description Prepared Date:	September 2023
Employee Name:	
Signed by Employee:	
Date of Signature:	

Small changes to your position may occur however anything of an ongoing nature will be reviewed, agreed and entered in writing as a variation.