

Hospitality Assistant Job Description

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Responsible for providing non-nursing/non-direct care and ancillary services in accordance with the Company quality standards under the direction of a licensed nurse supervisor. Position is applicable for students enrolled in a State Approved Nurse Aide Training and Competency Evaluation Program.

Principal Responsibilities

- Assists nursing staff on the floor by making beds, passing ice and water, passing linens, answering call lights, passing out meal trays, distributing resident's laundry, and providing non hand on care to residents as requested.
- Cleans and organizes equipment, wheelchairs, tray tables, etc.; Changes batteries on lifts; Makes and cleans unoccupied beds using appropriate protocols.
- Provides 1:1 with resident under the supervision of a licensed nurse.
- May monitor residents during smoking hours (in the facility smoking room and/or designated area).
- May be asked to help ensure that residents rooms are ready for receiving the resident (i.e., bed made, name tags up, etc.); Completes inventory and marks the resident's personal possessions as instructed.
- Assists residents with packing their personal possessions when they are being transferred to a new room, or when being discharged.
- Checks residents routinely to ensure that their personal care needs are being met.
- Transporting trays to dining area when nursing staff is ready to assist with meal. Trays will be distributed to residents by nursing staff (licensed nurse will have verified that the diet being served is as prescribed).
- Performing basic meal set ups as directed by nursing staff (i.e., opening containers, pouring beverages, placing food/utensils within residents' reach.).
- At the direction of nursing staff, may perform the following tasks with training on placement of items to meet resident needs and limitations: Passing water pitchers, delivering beverages and snacks, pouring beverages. (NOT to perform these tasks for residents who require assistance with feeding or drinking or require modified food texture or beverage consistency (i.e., thickened liquids).
- Acknowledges resident and family concerns and reports them to the clinical supervisor. Provides privacy and maintains confidentiality.

- Organizes resident room, closet and bedside stand; Organizing room appropriately to enable residents and staff to move about safely; Organizing resident closets to ensure the items are in the correct closet, labeled and are stored properly. Organizing bedside stand to ensure items are separated appropriately, labeled as needed and available to resident; Replaces missing or worn items such as toothpaste, brush, comb, personal items, etc.. Stocks rooms with appropriate healthcare items such as gloves, gowns, disposable diapers and pads, etc.
- Disposing and safe handling of soiled linen using appropriate infection control procedures.
- Other duties, responsibilities and activities may change or assigned at any time with or without notice.

General Responsibilities

- Attends and participates in scheduled training, educational classes, and meetings to maintain current certification as

Applicable.

Attends and participates in in-service training as mandated by regulatory agencies and company policy.

- Adheres to work schedules in completing and performing assigned tasks; completes all assigned tasks in a timely manner as instructed by the direct supervisor.
- Meets acceptable facility attendance requirements; notifies facility before late arrival to or absence from work according to established facility policy.
- Cooperates with other facility personnel to ensure that services can be adequately maintained to meet the needs of residents; creates and maintains an atmosphere of warmth, personal interest, and positive emphasis, as well as a calm environment.
- Adheres to established employee policies.
- Adheres to established dress code.

Customer Service Responsibilities

- Models customer service principals throughout the center and promotes appreciation of our customer's needs.
- Treats residents, residents' family members, visitors and fellow employees with courtesy, respect, and dignity.
- Presents professional image through appearance, behavior and speech.
- Explains procedures to residents before administering services.

Resident Rights

- Understands, upholds and promotes the rights of the residents.
- Ensures residents can exercise rights without interference, coercion, discrimination, or reprisal from the facility.
- Ensures protected health information is kept confidential.
- Ensures resident concerns/complaints are responded to with tact and urgency.

- Reports allegations of resident abuse, neglect and/or misappropriation of resident property immediately to Administrator.

Safety and Sanitation

- Reports observations concerning structural, equipment, and furniture defects and malfunctioning to appropriate personnel.
- Follows established safety policies and procedures.
- Identifies and corrects safety hazards; reports safety concerns as required.
- Observes safety needs of residents as indicated in care plan.
- Wears and/or uses safety equipment and supplies when indicated and properly trained to use.
- Demonstrates job-specific knowledge of fire and disaster preparedness during drills or actual situations.

Qualifications

- High School Diploma or equivalent, required.
- Enrolled in a State Approved Nurse Aide Training and Competency Evaluation Program, preferred.
- Current BLS/CPR certification, preferred.

Travel

- May escort residents to outside appointments and/or social outings.

Principal Contacts

- Works closely with residents, nursing staff and clinical supervisors.

My signature below indicates that I fully understand and can effectively perform the job as described. I am aware that the responsibilities described herein are not all-inclusive and that the Company may alter my position, duties, title and compensation or schedule at any time. I understand that my employment is at-will, and may be terminated by either myself or the Company at any time, with or without cause and with or without notice.

Print Name

Signature

Date