

JOB DESCRIPTION

Hospitality Volunteer - In Patient Unit Dinner Service

Reporting to:	Hospitality Manager
Hours:	Daily 5.20pm - 6.40pm
Location:	In Patient Unit (IPU), 48 Mein Street, Newtown
Date Prepared:	October 2018

POSITION PURPOSE

To deliver dinner to the In Patient Unit patients

RESPONSIBILITIES

Serve dinner

- Serve dinner to patients
- Adhere to hygiene handling e.g. wash hands thoroughly and use tongs and gloves provided
- Communicate with Hospitality Manager in regards to special needs and diets
- Keep an inventory of items of food and drinks taken and refilling as required

Rostered Shifts

- Turn up to rostered shifts on time
- Keep track of shift day, time, and frequency
- Give Volunteer Services and the Hospitality Managers as much notice as possible about planned leave (e.g. another commitment or a trip).
- Contact the IPU reception about unplanned leave (e.g. sick leave) as soon as you know you cannot do your shift
- If you cannot do a shift please consider swapping with someone or picking up another shift

Health and Safety

- Adhere to Mary Potter Hospice's health and safety policies and guidelines, including infection control procedures
- Maintain own health and wellbeing
- Be mindful of hazards, and report any new hazards to your supervisor
- Identify and report risks
- Know your emergency exits

- Contribute to ensuring that a safe working environment is maintained at all times
- Participate in mandatory health and safety training as required

FUNCTIONAL RELATIONSHIPS

Internal

- Hospitality Team
- Staff based at Newtown
- Other Volunteers

External

- Patients in the IPU
- Family and friends of patients in the IPU
- Visitors to Mary Potter Hospice

PERSON SPECIFICATION

The following requirements are sought for this position:

- Ability to build and maintain rapport and help people feel at ease
- Sensitive to the needs of others and able to seek help as needed
- Excellent interpersonal and communication skills
- Works well within a team
- High level of integrity
- Comfortable volunteering in an environment where people are unwell
- Resilient

In order to meet the changing needs of Mary Potter Hospice, this job description may change from time to time.

Name:

Signed:

Date:

Supervisor:

Signed:

Date:

About Mary Potter Hospice

For nearly 40 years, Mary Potter Hospice has provided the highest quality specialist palliative care to people whose illnesses are incurable. We support patients and their families to deal with the host of significant and challenging changes.

At Mary Potter Hospice our vision is that people in our communities who need palliative care have access to compassionate and quality care, when and where they need it. To achieve this, we work alongside our many health partners to promote and provide education on quality palliative care and care planning services. We provide high quality specialist palliative care in our In-Patient Unit, in other care facilities and the community. The Hospice assists patients and their families with the quality of their life, their dying and their bereavement.

Our values are based on respect, compassion, dignity, hospitality, and stewardship.

In 2017/18 it will cost approximately \$12 million to run the Hospice. Government contract income currently funds 50% of this with the balance to be raised from the community. Donated goods sold through our retail shops is expected to exceed \$2 million (gross).

Mary Potter Hospice is proud to be regarded as one of Wellington's most loved and trusted charities.

As at October 2018