

***Mission: Providing skilled health care services with compassion and love in
Christ's name***

JOB DESCRIPTION

TITLE:	Hospitality Aide
REPORTS TO:	Licensed Nursing Staff
FLSA STATUS:	Non-Exempt, Hourly

JOB DESCRIPTION

JOB SUMMARY: The Hospitality Aide is responsible for assisting nursing assistants with non-clinical patient care needs. The Hospitality Aide will interact daily with elderly individuals which requires patience and kindness.

ESSENTIAL JOB FUNCTIONS:

1. Provides a pleasant, positive and calm environment for residents.
2. Communicates and works smoothly with residents, families, supervisors, and co-workers.
3. Respects and abides by Resident Rights.
4. Maintains confidentiality in all things relating to residents.
5. Checks in with Nurse on unit(s) to obtain report.
6. Distributes clean face masks for resident use to each unit daily.
7. Functions as Feeding Assistant assisting residents with eating, floating to all units as needed during meal times.
8. Independently oversees resident visitations, ensuring residents and visitors abide by all infection control protocols. Must be able to intervene and re-direct visitors and/or residents that are not adhering to core infection control and visitation protocols.
9. Screens all staff and visitors upon their entrance to the building for COVID symptoms, exposure, checking their temperature, and documenting accurately.
10. Fills ice chest on each unit.
11. Transports residents to and from Dining Room for meals and / or Activities.
12. Assists with coffee service in Dining Room as needed.
13. Helps pass and set up trays for residents in Dining Room as needed.
14. Charts intake.
15. Makes resident beds and straightens up rooms, ensuring all personal toiletries stored as per care plan.
16. Completes bed changes as needed and with each shower.
17. Checks and cleans nightstands; restocking personal care items as needed.
18. Monitors to ensure resident personal items such as lotion, perfume, deodorant, etc. are labeled and stored appropriately in residents' labeled bins
19. Checks equipment (ie. Bedpans, urinals, commodes) in rooms to be sure they are clean, free of stains and in good repair- if not, clean or replace. Wipe down commodes in rooms. Ensures catheter bags are in place.
20. Checks supply of gloves in each room and replace as needed.
21. Assists in passing refreshments to residents and checks water pitchers.
22. Helps answer call lights.
23. Cleans Soiled Utility Rooms (all units)
24. Cleans resident wheelchairs.
25. Provides washcloths/linens/gowns for HS cares.
26. Provides 1:1 visits as directed by Licensed Nurse.
27. Stocks linen carts for next shift.
28. Stocks nurse's carts.
29. Completes and updates resident inventory lists.

QUALIFICATIONS:

Knowledge, Skills, and Abilities:

- Must be a minimum of 18 years of age or enrolled in Running Start.
- High school diploma/G.E.D. preferred
- Must be able to effectively read, write and speak English
- Must pay attention to detail with the ability to intervene with resident and/or visitors if infection control and visitation protocols are not strictly followed.
- Must be self-directive and able to work independently.
- Must be able to obtain Dining Room Assistant Certificate

The Hospitality Aide is at high risk for exposure to blood and body fluids when actively providing assistance with non-clinical patient care needs.

PHYSICAL REQUIREMENTS:

- Must be able to walk, turn, bend and stoop frequently while assisting residents, making beds, moving equipment weighing up to 50 lbs.
- Must be able to see residents and their needs and to read instructions. Must be able to hear residents requests and warning signals.
- Must be able to wear all PPE as indicated.
- May be required to wear a respirator.

WORKING CONDITIONS:

- Works inside the facility throughout the Nursing Service area, nurse stations and patient rooms.
- Sits, stands, bends, lifts, reaches, walks, and moves throughout working hours.
- Is subject to frequent interruptions.
- Is subject to quiet to moderate noise levels due to phones and cleaning equipment.
- Is involved with patients, personnel, visitors, government agencies/personnel, under all conditions and circumstances.
- Is subject to hostile and emotionally upset patients, family members, personnel and visitors.
- Communicates with the medical staff, nursing and ancillary staff, and all other departments.
- Is subject to hazards in the work area; odors, exposure to sharp instruments, chemical cleansers throughout working hours.
- Is subject to infectious waste, diseases and other conditions.
- Establishes a culture of compliance by adhering to all facility policies and procedures. Complies with standards of business conduct, and state/federal regulations and guidelines.
- Reports noncompliance with policies, procedures, regulations, or breaches in confidentiality to appropriate personnel. Reports any retaliation or discrimination to HR or compliance officer.
- Agreement to abide by all standards, policies, and procedures of the facility, including the facility's compliance and ethics program, is a condition of employment. Compliance will be a factor in evaluating job performance. Violations, including failure to report violations, will result in disciplinary action, up to and including termination.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment nor do they alter the at-will nature of the party's employment relationship. The employer retains the discretion to change and alter this description at its discretion.