

PERSON SPECIFICATION

The need to access social care services can be a stressful and difficult time for people. We will show empathy, sensitivity, compassion and understanding at all times.		
Kind	Behaviour we expect	Behaviour we will not accept
Safe	✓ Treat everyone in a friendly, courteous manner, smile & make eye contact	
	✓ Help anyone who appears lost	
	✓ Listen to the wishes and preferences of service users	✗ Forgetting we are here to provide a service to people
	✓ Treat service users & colleagues with dignity & respect	✗ Criticising colleagues/disagreeing with them in front of service users, visitors and other staff
	✓ Understand people come from varied backgrounds; challenge bias, prejudice & intolerance	✗ Appearing unapproachable or moody
		✗ Imposing personal beliefs and opinions on service users
		✗ Blaming others/other departments for mistakes
		✗ Wearing inappropriate dress/or having an unprofessional Appearance
		✗ Being unsupportive of change/of new ideas for improvement
		✗ Moaning and demoralising others without making an attempt to change things
Excellent	✓ Follow FJS's procedures for hand hygiene and infection control	
	✓ Maintain privacy and ensure confidential information is kept safe and secure	
	✓ Learn from mistakes & ask for support where necessary	
	✓ Respond promptly to call bells, telephones & other requests for help	
	✓ Ensure appearance is professional & name badge is visible	
	✓ Keep work area clean, tidy & pick up litter when you see it	
	✓ Use plain language & speak in English when carrying out duties	
	✓ Provide consistently high quality care & service	
	✓ Look for better ways of working to achieve improvements	
	✓ Respect service users/customers time; apologise & explain if we keep people waiting	
	✓ Question poor practice process & behaviour	
	✓ Access opportunities for learning & development	
	✓ Uphold the values and be proud to be part of the Fed	
Excellence, Ownership and Sustainability		Federation of Jewish Services

PERSON SPECIFICATION

Post Title: Hospitality assistant

Department: catering

* Key: AF = Application Form C = Certificate I = Interview

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
Qualifications			At least NVQ1 in catering and hospitality	AF&C
Experience	Experience in handling money	AF&I		
	Experience in customer service	AF&I	Experience in working within a similar environment	AF&I
	Experience in hospitality services	AF&I		
Personal Qualities	Calm, understanding and patient	AF&I	Proven track record of good team work in the past	AF&I
	Able to demonstrate empathy for the residents needs	AF&I		
	A passion for helping and relate well with people	AF&I		
	A commitment to the values of maintaining dignity, respect and independence of all service users and residents	AF&I		
	Able to demonstrate understanding of the importance to work toward a person centred approach	AF&I		
Knowledge	Basic knowledge Health & safety and COSHH.	AF&I	To demonstrate good understanding of safeguarding vulnerable adults	AF&I
			Knowledge of company values	AF &I
			Knowledge of Jewish religion	AF&I
			Knowledge of dementia care	AF&I

<u>Factors</u>	<u>Essential Criteria</u>	<u>* How Evidenced</u>	<u>Desirable Criteria</u>	<u>* How Evidenced</u>
Skills	Clear verbal and written communication skills	AF&I	Able to recognise and prioritise workloads	AF&I
	Willingness to work flexibly and commitment to team work	AF&I	Ability to work unsupervised	AF &I
	Self motivated and enthusiastic	AF&I	Attention to detail	AF &I
	Able to prioritise workloads unsupervised	AF&I		
Additional Requirements	Knowledge of Basic Health & Safety requirements	AF & I		
	Committed to providing excellent standard of service	AF & I		
	A sensitivity to the cultural and religious needs of Jewish people	AF & I		
	The ability to understand and behave at all times, towards residents, visitors and colleagues according to the Company's values.	AF & I		