



Sauk County

Health Care Center

Job Description

Hospitality Aide

Job Code:	2108	Pay Grade:	A12
Reports To:	Registered Nurse Supervisor	FLSA Status:	Non-exempt
EEO Code:	9. Service Worker	Last Revision:	2/18/19

The following statements are intended to describe, in broad terms, the general functions and responsibility levels characteristic of positions assigned to this classification. They should not be viewed as an exhaustive list of all the specific duties and prerequisites applicable to the position

Purpose of the Position

The Hospitality Assistant position provides customer service support to residents; assists in non-hands-on services meaning no physical contact with tasks; works under the direction and supervision of a registered nurse or licensed practical nurse. Reports pertinent information to the immediate supervisor on the shift assigned. This position is essential in providing support to nurse aide staff for non-hands-on duties.

Essential Duties and Responsibilities

The major duties and responsibilities are supportive in nature of non-hands-on services. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provides customer service support to residents in an environment that promotes their rights, dignity, freedom of choice and individuality as illustrated by the following:
 - a. Provides individualized attention to the residents through visiting and allowance of time to interact and promote residents sense of well-being.
 - b. Interacts with residents in a manner that displays warmth and promotes customer service though out the work shift.
 - c. Assists in completion of tasks to keep the resident environment tidy including the following:
 - i. Bed making of un-occupied beds.
 - ii. Assist in straightening room, bedside stand, closet and drawers.
 - iii. Pass water to residents capable of having water at bedside.
 - iv. Put laundry away.
 - v. Reports any concerns with environmental deficiencies, such as lighting or equipment problems.
 - d. Respond to call lights, courteously, and assist residents when non-hands-on care tasks/needs are requested, as able, otherwise, report to nurse with request of resident.
 - e. Communicates and interacts effectively and tactfully with the residents, visitors, families, peers and supervisors.
 - f. Assist with transporting (pushing a w/c geri- chair) residents to and from internal facility appointments or entertainment.
 - g. Greet and direct visitors to locations, as needed.
 - h. Prepares supplies needed for the care of residents.
 - a. Pass clean linen.
 - b. Stock supplies for care needs, ensuring that supplies are properly labeled with resident name/room number.
 - c. Assist care giver staff with obtaining supplies during the work shift, as requested.
 - i. Assist in main dining room and/or at tray pass for meal service to independent residents.

- a. Assist with warm washcloth pass for residents to wash their own hands and face before and after meals.
- b. Assist with serving of food items to tables or to those providing feeding assist in MDR.
- c. Set up meal: open items, place clothing protector, provide napkins. Assist with additional item needs, as requested.
- d. Assist with passing trays to independent residents on unit trays.
- e. Assist with after service tray pick up after documentation of percentage intake is completed by care giver staff.
- f. Assist with general clean-up of spills which may occur during meal service in MDR.
- j. Promote customer service through activities for the quality of life for the residents. Provide assistance with activities to include the following:
 - a. Check radios and TV in resident rooms to be on stations or channels of resident preference or request.
 - b. Distribute and assist in opening mail to residents, as appropriate.
 - c. Assist resident to write out cards or letters, as requested.
 - d. Read to residents.
 - e. Provide assistance, as requested, with setting up and taking down activity equipment.
 - f. Assist individual residents in accomplishing an activity.
 - g. Provide one-on-one companionship for residents, as directed.
- k. Attends mandatory in-services as scheduled and maintains 12 hours of required training annually.
- l. Responds to inquiries relating to his or her particular area or to requests from residents, visitors and other personnel within given time frames and established policy.

Additional Duties and Responsibilities

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Other non-hands-on care duties may be assigned as needed.

Knowledge, Skills and Abilities

High school student, minimally at junior or senior grade levels; may be part of requirements for school credit toward community service work. Will have valid work permissions if under the age of 18. Must obtain CNA licensure within 6 months of employment.

- Good mental and physical health, sound judgment and high moral standards.
- Demonstrated customer focus and professionalism.
- Demonstrated flexibility and adaptability in changing environments.
- Ability to read, write, and spell and to understand and follow both written and oral directions.
- Ability to communicate and work well with residents, co-workers and residents' family members.
- Ability to relate to and work with the ill, disabled, elderly, mentally ill, emotionally upset and at times hostile and violent residents within the facility

Environment

The employee works in well lighted and ventilated areas throughout the facility, i.e. residents rooms, nurses stations, , dining rooms, lounges and corridors and hallways. The employee may be subject to hostile, emotionally upset residents as well as verbally and physically abusive residents on an occasional basis. The employee may be subject to exposure to infectious disease and conditions as well as unpleasant odors and sites.

While performing the duties of the job, the employee is regularly required to talk and hear. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling and climbing all day.

Required Working Hours

Standard working hours may vary between first shift, second shift, and third shift. Please note these hours are subject to change and additional hours may be needed or required. Reimbursement for such additional hours are subject to state and federal regulations.

Education and Experience Requirements

Preferred: High School Diploma or equivalent

Licenses/Certifications: Must obtain Certified Nursing Assistant (CNA) License within 6 months of employment.

Any combination of education and experience that provides equivalent knowledge, skills and abilities may be considered.

Core Value Standards of Behavior

It is expected that all employees will demonstrate behaviors that support excellence as defined by Sauk County's Personnel Handbook.

Acknowledgement

All requirements of the described position are subject to change over time where I may be required to perform other duties as requested by Sauk County. Further, I acknowledge that this job description is also not an employment contract. I have received, read, and understand the expectations for the successful performance of this job.

Incumbent's Signature

Date

APPROVALS:

Supervisor

Date

Department Head

Date

Human Resources Representative

Date

Sauk County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.