



Winnebago County

*The Wave of the Future*

## JOB POSTING

**POSITION TITLE:** Hospitality Aide

**LOCATION:** Park View Health Center

**HIRING RANGE:** \$16.35 - \$18.17/Hr.

**STATUS:** Full time

**HOURS PER WEEK:** 40

**WORK HOURS:** 6:30 am – 2:30 pm

**APPLICATION DEADLINE:** Recruitment will be ongoing

*Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).*

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## WINNEBAGO COUNTY POSITION DESCRIPTION *April 2019*

**POSITION TITLE:** Hospitality Aide

**DEPARTMENT:** Park View Health Center

**PAY BASIS:** Hourly

### **PURPOSE AND SUMMARY:**

A Hospitality Aide assists the neighborhood staff by performing numerous non-medical tasks for residents that could include dining room preparation and serving meals, stocking linen and supplies on the neighborhood, performing laundry services for resident's personal clothing, transporting residents to and from activities, make beds, provide 1:1 resident monitoring and activities, and many additional non-medical tasks.

### **ESSENTIAL FUNCTIONS:**

1. Performs non-medical tasks for residents that may include some of the following (this list is not all inclusive):
  - Completes the neighborhood tasks for resident laundry by operating the washer and dryer on the neighborhoods and completing resident personal laundry
  - Passes waters and snacks to residents
  - Orders neighborhood supplies, stock linens and supplies on the neighborhood
  - Prepares dining room, performs meal pass and clean-up, mops or sweeps dining room floor
  - Makes beds and changes bed linen
  - Performs general housekeeping duties on neighborhood

2. Responds to neighborhood resident call-lights timely and responds to assist with non-care related needs.
3. Assists with resident activities on the neighborhood; transports residents to and from activities and beauty shop; provides 1:1 resident monitoring or activities.

**ADDITIONAL ESSENTIAL DUTIES:**

1. Demonstrates flexibility in work hours and work assignments as assigned; by maintaining ability to adapt to a changing work environment and frequent interruptions.
2. Demonstrates a positive, professional demeanor towards Park View Health Center by accepting direction and maintaining a cooperative attitude towards assigned duties; all fellow employees; residents and their family & friends.
3. Performs all assigned duties in compliance with Park View Health Center and Winnebago County policies and procedures. This includes following directives provided by members of management and the supervising licensed nurse to ensure a team approach to the cares provided to the residents at Park View Health Center.
4. Performs other related duties as assigned.

**WORK RELATIONSHIPS:**

1. Supervised by RN Neighborhood Supervisor
2. Reports daily to Neighborhood Licensed Nurse

**REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:**

1. High School Diploma or equivalent

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Ability to provide good customer service in a patient centered care approach environment with professionalism while maintaining courteous working relationships with residents, visitors, peers, interdisciplinary team members, management, and administration.
2. Knowledgeable in infection control standards of practice for health care including good hand washing, standard precautions, droplet precautions, contact precautions, and protective personal equipment.
3. Effective communication skills with peers and supervisors to include verbal conversations and written correspondence. Communication will be courteous and respectful to maintain good customer service to all fellow employees, visitors, family remembers and residents.
4. Knowledgeable in use of facility office equipment including multi-line telephone, nurse call-system android phones, fax machine, desk top computer and laptop, computer-on-wheels.
5. Computer skills including skills with receiving and sending emails, computerized educational modules, and Microsoft Office applications. Ability to learn and use new software.

**PHYSICAL REQUIREMENTS:**

1. Ability to lift and carry/push/pull up to 50 pounds on an occasional basis, and up to 25 pounds on a frequent basis.
2. Ability to stoop, kneel, bend, twist and reach (high and low) on an occasional basis.
3. Constant standing and walking for the majority of the shift with limited sitting.
4. Ability to hear conversation and speak clearly on a constant basis.
5. Ability to see both near and far and ability to distinguish between different shades and colors.