

Hospitality Coordinator



Role specification

Role Title

Hospitality Coordinator

Business Unit

Enliven Residential

Location

Central Hub

Reports to

Regional Manager

Direct Reports

Nil

Purpose of the role

The Hospitality Coordinator provides organisation-wide coordination, systems support, advice and quality oversight for Enliven's Food, Cleaning and Laundry Services.

The role supports Home Managers and hospitality teams to deliver safe, efficient, cost-effective and resident-centred services that meet organisational, regulatory and quality requirements.

A key focus is the implementation and ongoing coordination of our new digital menu and kitchen management software (Kafoodle).

The role provides specialist hospitality advice, identifies opportunities for improvement, supports consistent practice across Enliven homes, and contributes to the development of hospitality capability, systems and processes.

Organisational overview

At Enliven, we value age. We create age-friendly communities where people can be happy and thrive, regardless of their age or ability. As well as providing practical day-to-day support and quality clinical care, we take into account the physical, social, emotional and cultural needs of each person we support. Our homes and villages are places where older people have companionship, choice, variety, fun, meaningful activity and a sense of purpose.

Enliven offers a range of positive ageing services and a full continuum of care for older people including independent retirement living, vibrant and welcoming rest homes, specialist hospital and dementia care, engaging day programmes, short-term respite and health recovery care. Enliven homes

and villages can be found in Taranaki, Whanganui, Manawatu, Horowhenua, Wairarapa and throughout the greater Wellington region.

Enliven along with Family Works, our social services for tamariki and whānau, is part of the not-for-profit organisation Presbyterian Support Central (PSC). PSC is a charity incorporated under the Charitable Trusts Act 1957. While we operate as a separate entity to the Presbyterian Church, our name is a celebration of our beginnings, our heritage and the values we share.

Key Accountabilities

Leadership

- Provides leadership, guidance and subject matter expertise across food, cleaning and laundry services, to support consistent standards and practice across our Enliven homes.
- Develops and reviews hospitality policies, procedures, guidelines and supporting resources, coordinating these through the appropriate organisational review and approval processes.
- Ensures hospitality policies, procedures and practices align with relevant legislation, sector standards, contractual requirements and organisational policies.
- Promotes hospitality practices that support resident choice, independence and wellbeing in accordance with the Enliven philosophy.
- Assists Home Managers with the recruitment, selection and orientation of Food Services Team Leaders and other senior hospitality staff as appropriate.

Procurement and cost oversight

- Provides guidance on food-related procurement decisions to ensure products meet resident nutritional and cultural requirements within budget constraints.
- Works collaboratively with suppliers regarding food pricing, availability, substitutions and service delivery.
- Ensures appropriate operational guidance and training is available when new hospitality products, equipment or systems are introduced and to ensure compliance with the procurement policy and use of preferred products.
- Supports appropriate hospitality practices including linen management, stock levels, quality, replacement requirements and methods of minimising unnecessary loss or wastage.
- Works in conjunction with the Purchasing Administrator and Product Advisory Group to evaluate and trial new products, chemicals, linen and equipment, and provides operational advice on suitability and effectiveness.

Quality

- Coordinates regular internal audits and quality reviews of food services against organisational requirements, Food Control Plan requirements, agreed standards and resident feedback.
- Supports homes to develop and implement corrective actions following audits and complaints.



- Monitors quality indicators across cleaning and laundry services and identifies trends, hazards and risks and opportunities for improvement.
- Supports hospitality services to meet relevant infection prevention, hygiene and outbreak management requirements, in conjunction with clinical and infection prevention leads.
- Uses Kafoodle data and other food service information to monitor food costs, identify trends and support opportunities to improve quality, consistency and reduce waste.
- Supports Home Managers and team members to ensure appropriate cleaning schedules, standards and processes are in place across all Enliven homes.
- Participates in hospitality change management and continuous improvement projects as required.

Training and Development

- Supports the training and development of hospitality team members and supports them to undertake relevant workplace and industry qualifications.
- Organises and facilitates relevant peer support days for the hospitality services.
- Identifies common training and capability needs across hospitality services through audits, quality outcomes, system implementation and feedback from homes.
- Works with relevant subject matter experts to develop and maintain orientation and training resources relating to nutrition and food services, food safety, cleaning, infection prevention and control and laundry services.

Food Service Support

- Works collaboratively with Food Services Team Leaders, residents and appropriate dietetic and clinical specialists to ensure menus are regularly reviewed and meet residents' nutritional, social, cultural and individual needs.
- Coordinates the development and maintenance of standardised, costed recipes and menus within Kafoodle, including nutritional information, allergens, portion sizes and relevant International Dysphagia Diet Standardisation Initiative (IDDSI) requirements.
- Coordinates menu, recipe and product changes within Kafoodle and communicates changes effectively to Food Services Team Leaders and relevant team members.
- Supports effective relationships between food services, suppliers and relevant internal teams to ensure product and system information remains current and fit for purpose.

Health, safety and wellbeing

- Support organisational health, safety and wellbeing initiatives.
- Support a culture of wellbeing at PSC.
- Role model good health and safety practice and behaviours.
- Report all hazards, incidents, accidents and near misses.
- Support managers and the organisation in remaining compliant to health and safety legislation.



Core Competencies



Business acumen

- Anticipates and responds to trends in operational performance
- Identifies new opportunities to generate business opportunities
- Able to analyse and determine remedial actions for fluctuations in income and expenditure.



Co-operation and Teamwork

- Actively participates in team meetings and decision-making in a positive manner; looks to advance both organisational goals and team goals
- Is constructive in their criticism of team members; encourages others to do the same
- Supports and helps other team members perform their tasks
- Suggests ways to improve the way the team operates/works together
- Works with other team members in a constructive and positive way
- Develops constructive working relationships with other team members
- Shows an understanding of how one's own role directly or indirectly supports the work of the wider team.



Commitment to Eden Philosophy

- Eden Principles and Domains of Wellbeing are included each year and undertaken in the mandatory training cycle for all staff
- Support the creation of a Human Habitat where life revolves around close and continuing contact with plants, animals and people of all ages
- Support residents to maintain loving companionship
- Support residents to give as well as receive care
- Support and encourage residents to maintain rituals and activities which are important to them as individuals and to find meaningful activities to undertake.



Communication

- Has a warm, welcoming communication style – voice tone and approach is pleasant, positive and encouraging
- Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others
- Listens carefully – uses paraphrasing and other techniques to ensure they understand what others are saying
- Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature
- Demonstrates thoughtfulness, courtesy, openness and respect for colleagues and the clients of the organisation. Shows respect for others, demonstrates empathy
- Acknowledges and converses with staff, clients and visitors; identifies and promptly responds appropriately to their needs
- Adapts their approach to fit the situation they are in or the person they are with





Leadership

- Uses appropriate methods and a flexible interpersonal style to help build a cohesive team
- Facilitates the teams contribution to the organisations vision, values and objectives through the achievement of team goals
- Takes the organisation's vision, values and objectives into account when making decisions and plans
- Involves, inspires, encourages and empowers others.



Taking Responsibility

- Is reliable - does what one says one will
- Consistently performs tasks correctly - following set procedures and protocols
- Perseveres with tasks and achieves objectives despite obstacles
- Adjusts work style and approach to fit in with requirements
- Is results focused and committed to making a difference
- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected
- Is flexible in thinking and open to changes affecting role and conditions
- Experienced at identifying, analysing and solving problems at operational at more strategic levels
- Takes responsibility for own personal wellbeing and identifies where that might compromise the organisation
- Delegates responsibility for projects or tasks taking into account an individual skills, knowledge experience and potential
- Establishes procedures to monitor the results of delegated responsibility whilst still providing a sense of ownership.



Quality and Innovation

- Sets high standards for self
- Constantly looks for innovative ways to achieve greater levels of efficiency, cost-effectiveness and growth
- Provides quality service to those who rely on one's work
- Looks for ways to improve work processes - suggests new ideas and approaches
- Explores and trials ideas and suggestions for improvement made by others
- Shows commitment to continuous learning and performance development.

Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.



Person Specification

Qualifications

- Full Drivers License and the ability to travel to homes as required.
- Diploma or higher qualification in hospitality services, hotel services or food services.
- Willingness to undertake relevant additional qualifications with Enliven's support, where these are not already held, including: Level 2 Cleaning and Caretaking in a Healthcare setting
 - Level 2 Laundry Qualification
 - NZQA assessor unit 4098
 - Certificate in Adult training and Literacy
 - accredited assessor for ServiceIQ and Careerforce