St Joseph's Hospice
Serving East London and the City

Ward Host

Vacancy Information Pack








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St Joseph's Hospice
Your local hospice
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Welcome to St Joseph's Hospice
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A Message from Our CEO

Hello,

I'm delighted that you're interested in joining our team at St Joseph's Hospice. Founded in 1905 by the Sisters of Charity, St Joseph's is one of the oldest and largest hospices in the UK. We're proud of our long history and the vital role we play in providing specialist palliative care and support to people in our community who are living with life-limiting illness, all completely free of charge.

Working at St Joseph's means being part of a compassionate and dedicated team who care deeply about making a difference. Every person here plays a vital role in helping us deliver our exceptional care - not just to our patients, but their loved ones too. St Joseph's Hospice is committed to celebrating and being diverse and inclusive and maintaining a culture of equity.

Our Hospice is constantly evolving and adapting to meet the changing needs of our core boroughs, City and Hackney, Tower Hamlets and Newham. Having new people see us through fresh eyes always provides a welcome opportunity to reflect on our work and culture. We'd be thrilled to have you on board, helping us continue the important work we do for the people who need us long into the future.

Warm wishes,

Rachel

Dr Rachel Black,
CEO



Our Mission

Our Mission is to provide compassionate, specialist palliative care to people in the diverse community of East London who are living with life-limiting illness.

We treat each person as unique, encouraging and enabling them to reach their full potential until the end of life.

Our care is provided free of charge to those who need it, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion and belief, sex and sexual orientation.

We listen to the patient and their family so that we can work together to manage pain and distress whether physical, mental, social or spiritual.

We encourage openness and honesty in communication to create an atmosphere of comfort and safety whether in the Hospice, in the patient's home or in the community.



Our Core Values

Our five Core Values are fundamental to how we live and work at the Hospice. We constantly strive to improve by using our Values for guidance with regard to decision-making, ensuring quality, justice, compassion, advocacy and respect for all in relation to our patients and each other.



Respect for Human Dignity

We respect human dignity when we:

- Respect the sacredness of life
- Care for the whole person
- Demonstrate unity of purpose, while recognising individual differences
- Value each person's contribution
- Act in a culturally appropriate manner

Service/Quality

We provide service when we:

- Create an environment of welcome and hospitality
- Promote quality care and excellence
- Encourage and demonstrate team spirit
- Recognise the value of individual initiatives and ideas
- Show openness to constructive criticism and feedback

Care of the Poor and Vulnerable/Advocacy

We care for the poor and vulnerable when we:

- Listen attentively to identify unmet needs
- Respond in a practical way to those in need
- Collaborate with others to share resources
- Create access to needed services
- Provide basic resources for daily living to those in need

Compassion

We show compassion when we:

- Act with understanding and sensitivity
- Work cooperatively with others
- Are available to those we serve and to each other
- Respect and nurture the environment

Justice

We promote justice when we:

- Act with integrity
- Respect the rights of others
- Take responsibility for our actions
- Preserve resources
- Provide quality without extravagance
- Demonstrate fairness in decision making



Job Description

Job Title: Ward Host

Reporting to: Catering Manager

Working pattern: 1 x 5 days over 7 days;

1 x part time 2, 3 or 4 days over 7 days

Contract: Permanent

Annual leave: 27 days plus public holidays increasing up to 33 days with service (pro rata for part-time)

Salary: Band 2 - £26,086.85 - £29,309.42 pa (pro rata for part-time)

Apply for this role online:

https://www.jobs.nhs.uk/candidate/jobadvert/E0339-26-0025

Job Purpose

The Ward Host plays a vital role in creating a welcoming, comfortable and compassionate environment for patients, their families and visitors within the inpatient unit. Acting as a bridge between clinical care and hospitality services, the Ward Host focuses on meeting patients' non-clinical needs, helping to ensure they feel valued, supported and cared for throughout their stay.

Working closely with nursing and multidisciplinary teams, the Ward Host enhances the overall patient experience by providing refreshments, maintaining a pleasant and tidy ward environment, supporting mealtime service, and responding promptly to patient requests within the scope of the role. By delivering a high standard of customer service and compassionate support, the Ward Host enables clinical staff to focus on delivering specialist care while contributing to a positive, dignified and person-centred experience for patients and those important to them.



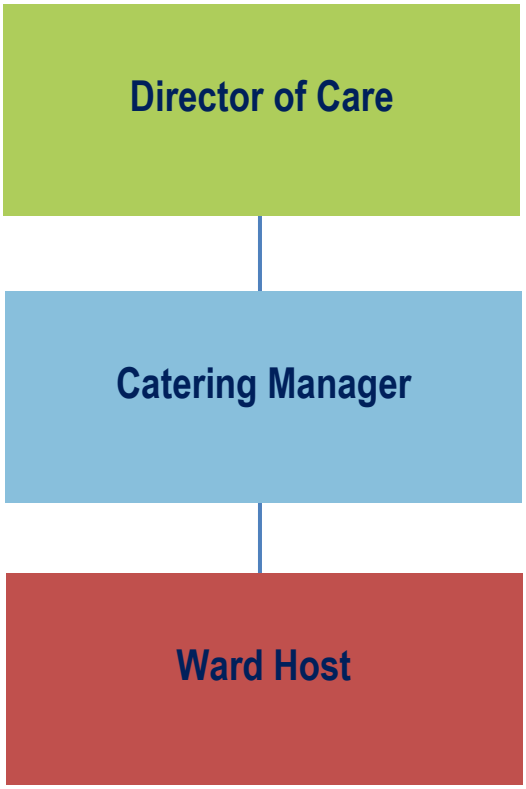
Key Responsibilities

- Take and manage patient meal orders, ensuring menus are followed and the catering team are informed of any dietary requirements or requests.
- Serve meals, snacks and refreshments to patients in both individual rooms and communal areas, ensuring a high standard of care.
- Provide support to patients to take diet and fluids under the supervision of ward staff.
- Prepare and distribute hot and cold beverages, regularly replenishing water jugs to support patient hydration.
- Collect food trolleys from the kitchen, ensure timely delivery to wards, and ensure food is maintained at appropriate temperatures.
- Maintain appropriate stock levels on wards, including essential items such as milk, cereals and other provisions.
- Deliver excellent customer service by prioritising patient needs and promoting a positive dining experience.
- Manage the ward kitchens and relatives' room kitchenette, including the cleanliness of fridges and removal of out-of-date items.
- Ensure that all relevant monitoring records are maintained.
- Play a key role in infection control, including the upkeep of infection control in ward kitchen areas in line with infection control protocols and procedures.

Person Specification

Criteria	Essential	Desirable	How Tested
Basic Food Hygiene certificate (Level 2), or a willingness to obtain one.		X	Application Form
Experience of working in a catering, hospitality or customer service role.	X		Application Form/Interview
Understanding of dietary requirements and food safety, including temperature control.	X		Application Form/Interview
Excellent interpersonal and communication skills, with a warm and caring manner.	X		Interview
Ability to prioritise tasks and remain calm in a busy and emotionally sensitive environment.	X		Interview
Experience of working in a healthcare, care or hospice setting.		X	Application Form
Understanding of infection prevention and control principles.	X		Interview
Able to work flexibly on a 7-day rota, including bank holidays.	X		Application Form/Interview
Able to work as part of a team and to respond flexibly to patient needs.	X		Interview
Able to conduct oneself in accordance with the Core Values of St Joseph's Hospice.	X		Interview
Understanding of the importance of confidentiality and data protection.	X		Interview

Department Structure



Employee Benefits

Employee Assistance Programme

The Employee Assistance Programme is a free, confidential helpline giving staff unlimited access to advice, information and support to deal with a variety of personal, domestic or professional issues that may be impacting you at work. The service is available 24/7, 365 days a year.

It helps you in tracking your health, includes fitness programmes, meditation, recipes, breathing exercises and much more.



Freedom to Speak Up

Speak up – we will listen.

In accordance with our values as a Hospice and our duty of candour, our senior team and entire board of trustees are committed to an open and honest culture. We will investigate what you say and you will always have access to the support you need.

Education and Learning

Your training and development is a high priority for us; we want to make sure you are confident and competent in providing the best possible service and playing a vital role in the organisations success.

We provide induction, statutory and mandatory, and on-the-job training. We also support independent study, coaching and mentoring, external training and e-learning, and we have a wide variety of resources available to assist your development.



Pension

We currently offer a private pension with Standard Life. This operates on a salary exchange basis, which means your contributions will be taken out before tax so you will therefore be paying less tax at the end of the month.
If you contribute the minimum of 5% then we will contribute 3%. If you contribute 6% or more we will contribute 7.5%. Speak to Payroll for further info.

We also offer continuation of the NHS Pension Scheme if you have paid into it in the last 12 months.

BHSF Health Cash Plan

BHSF is a health cash plan designed to help you reclaim money towards everyday healthcare costs, such as prescriptions, dental treatment, eye care, and complementary therapies.



Exclusive Employee Offers

You'll have access to a variety of discount platforms packed with great offers on top brands, everyday essentials, travel, entertainment, and much more.

- Blue Light Card
- Health Service Discounts
- Tickets for Good
- Benefit Hub

Free Santander Bike Hire

50% discount on annual subscription.

Ride to Work Scheme

Save up to 42% on your new bike.

Life Assurance

Pays 2x salary to your nominated beneficiary on death in service.

Holiday Entitlement

Our standard holiday entitlement is 27 days plus bank holidays (pro-rated for part-time).

After 5 years of service at the Hospice or, 5 years proven service in the NHS, your entitlement goes up to 29 days plus bank holidays.

After 10 years it goes up to 33 days plus bank holidays!

Occupational Health

Prestige provide Occupational Health services for the hospice. The purpose of Occupational Health is to protect you, our staff, and ensure that the work you do does not in any way damage or compromise your health.

Loans

We offer loans to cover the costs of public transport to and from work. This is available to all permanent employed staff after passing probation



Keep Up to Date

You can stay up to date with all our current vacancies and discover how you can make a real difference to the lives of people affected by serious, long-term illness by joining the St Joseph's team.

Visit our website for the latest job opportunities:
www.stjh.org.uk/jobs

Get in Touch

If you have any questions about applying, please contact our Recruitment Team at **Recruitment@stjh.org.uk**

You can also keep up with the latest news and updates from the Hospice on our website and social media channels:

Website: www.stjh.org.uk



Facebook: @StJoHospice



Instagram: @stjohospice



LinkedIn: St Joseph's Hospice



X (Twitter): @StJoHospice



YouTube: St Joseph's Hospice London

Contact Details

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Advocacy Compassion Justice Quality Respect

Charity No. 1113125

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