

Hospitality Coordinator



POSITION SUMMARY

The Hospitality Coordinator oversees the delivery of exemplary food, housekeeping and laundry services, to enhance life quality and peace of mind for residents within the assisted living residence. The Coordinator will ensure policies, procedures and standards are in place to support the delivery of quality services that meet or exceed contractual and regulatory requirements. The Hospitality Coordinator position is included in larger assisted living residences and reports to the Community Manager.

KEY RESPONSIBILITIES

Assists the Community Manager in the development, implementation and evaluation of service plans for the effective delivery of exemplary hospitality services integral to the Program Description and Operating Plan. Oversees the sourcing and purchasing of food supplies, paper products, chemicals, cleaners and ware-wash;

Provides leadership and direction to staff involved in the provision of exemplary hospitality services by fostering and promoting new initiatives; interpreting and implementing policies and procedures; mentoring and role modeling; scheduling and assigning work; and monitoring and evaluating service delivery;

Assists with development and organizes, directs and monitors staff orientation, in-service training programs, staff performance evaluation and staff development objectives in accordance with inSite human resource policies and procedures. Maintains service consistency and coordinates cross-training initiatives;

Collects and maintains statistical information used to evaluate overall program effectiveness, client satisfaction and compliance with program objectives. Champions quality improvement initiatives that enhance life quality by conducting service audits, interprets results and makes recommendations for improvement to the Community Manager;

Works effectively with other coordinators, staff, residents and their families, members of the community and health authority representatives to maintain positive working relationships and uphold the intent and philosophy of the assisted living program;

Schedules, coordinates, monitors and evaluates hospitality service delivery. Coordinates and leads meetings with residents and their families to solicit input into dining, housekeeping and laundry services, manage concerns and ensure services meet resident needs, choices and interests. Promotes community integration through special events planning; and

Leads the site Occupational Health and Safety Program, champions workplace safety and follows up on incidents and takes corrective action. Acts as site WHMIS Coordinator, providing staff training and liaises with outside agencies to maintain a safe work site. Coordinates unit turnover including terminal cleaning.

EDUCATION, QUALIFICATIONS AND EXPERIENCE

- ◆ Diploma in hospitality management, hotel management or building services or equivalent combination of education and experience
- ◆ Creative and participatory leadership approach to service provision within an environment requiring a balance between regulation, customer service, fiscal constraints and service provision
- ◆ Extensive knowledge of WCB regulation including Occupational Health and Safety.
- ◆ Current Industrial First Aide Certificate
- ◆ Food Safe Level II
- ◆ Experience coordinating resident centred hospitality services, preferably in a hotel setting, including volume meal preparation, industrial housekeeping and laundry services