

JOB DESCRIPTION

Job Title:	Housekeeper
Department:	Housekeeping
Location:	St Catherine's Hospice and The Mill
Job Summary:	To work with the Housekeeping Team in maintaining the Hospice and The Mill as a clean, safe and welcoming environment.
Position in Organisation	Please refer to organisational chart

Contact with others	
Internal All hospice staff and volunteers Patients, their families and carers	
External Visiting professionals and members of the public.	
Key Accountabilities	Tasks

Professional	<p>To undertake general cleaning duties for:</p> <ul style="list-style-type: none"> • The hospice including the In-Patient Unit, training rooms, offices, reception, meeting rooms, patient areas, bedrooms, bathrooms, kitchens, corridors • The Mill including café area, toilets, patio, 1st floor rooms and office • Other duties to include the completion of daily checklists, checking stock and replenishing as required, check all paper towel dispensers and hand sanitizer units – re-fill as required and emptying bins. • The Housekeeper will be expected to assist with deep cleaning duties as required and requested. • All duties to be in accordance with established policy, procedure and statutory requirements • To use cleaning equipment provided in a safe and appropriate manner and maintain items in a clean condition • Identify maintenance requirements and report to Senior Housekeeper • To be sensitive to the needs of patients, their carers and all other visitors to St Catherine’s and The Mill • To be aware of the need to maintain patient confidentiality
Training and Development	<ul style="list-style-type: none"> • Annual attendance of mandatory study training sessions • Participation in annual appraisal to identify training needs and monitor performance • Participate in the training and mentoring of new starters
Communication	<ul style="list-style-type: none"> • To maintain good communication with all Hospice and The Mill staff. • To regularly liaise with the Senior Housekeeper to enable updates in changes to policy, procedure or organisational changes

Decisions / Recommendations includes:

- Identification of need for new equipment and supplies
- Identify need for use of bank staff to enable deep cleaning on a rotational basis

Dimensions and limits of authority / influence includes:

- Advise the Senior Housekeeper of the need to replace any equipment
- Suggest smarter working practices to the Senior Housekeeper

Allocation / checking of work

- Assist with deep cleaning routines
- Maintenance of personal standards of performance
- Prioritisation of own workload

Physical effort

Work is physical in nature and includes; walking, bending, stretching, manual handling of equipment and furniture, refuse and laundry. Some tasks may involve the need to climb step ladders.

Working conditions / environment

- The working areas may be warm, some office areas are busy and may contain medical equipment and furniture
- Electrical equipment is used daily as are cleaning materials and chemicals
- Protective clothing will be supplied as required
- There may be some contact with waste material from clinical areas which may be offensive or bio hazardous

Other Duties include:

Carry out any other duties as required by the Chief Executive.

Health & Safety

Comply with Hospice policies, procedures and protocols

VOLUNTEERS

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is

assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Qualifications	
Good standard of education (GCSE or equivalent experience)	Willing to undertake appropriate training NVQ in Housekeeping
Relevant Experience	
Previous experience of professional Housekeeping Previous experience of using cleaning equipment Knowledge of/training in Moving and Handling techniques	Confident to be able to relate to patients and staff in a professional manner Previous experience in using Buffing Machines Understanding of/training in COSHH Understanding of Infection Prevention
Key Skills & Abilities	
Ability to monitor own workload Able to work as part of a team and independently Good communication and interpersonal skills Willingness to learn new skills and update knowledge Physically able to carry out the duties of the post Be able to demonstrate a flexible approach to changes in workload/duties/priorities	IT skills desirable Ability to work as an integral part of a team
Other Sufficient personal resources to work effectively in a palliative care setting	

AGREEMENT

Senior Manager's name	Signature
Job Holder's name	Signature
DATE AGREED	