

JOB DESCRIPTION

JOB TITLE: Housekeeper

DEPARTMENT: Facilities

REPORTS TO: Housekeeping Team Leader

1. Purpose

- To ensure that the highest possible standards of hygiene and cleanliness are met and maintained to ensure a clean and safe environment for patients, children, staff, volunteers and visitors within the Hospice.
- There will also be a requirement to cover Bank Holidays, annual leave, sickness and other short term absence working extra hours if necessary. This will be planned wherever possible but may include short notice cover.

2. Main Accountabilities, Responsibilities and Duties

- To perform general cleaning duties including dusting, damp dusting, polishing and vacuuming throughout the Hospice on a daily basis as per the cleaning schedules and to maintain records of cleaning undertaken.
- Empty and correctly dispose of all clinical and non-clinical waste bins.
- To manage the laundry as and when required ensuring that infection control and best practice is observed at all times.
- To assist in setting up and clearing away facilities for functions and events, as required.
- To liaise with and work with the clinical team as required, to ensure that priority areas are identified.
- To maintain department, patient and whole Hospice confidentiality at all times.
- To familiarise and observe manual handling and COSHH Regulations (using PPE when required to do so) and observe Hospice Policies and Procedures including all Health and Safety Regulations.
- To ensure that housekeeping storage areas are kept tidy and items are correctly stored and labelled where necessary.
- To ensure that re-ordering housekeeping provisions is carried out to maintain a sufficient stock of housekeeping items, within budgetary constraints.
- To carry out any specific duties as directed by the Facilities Manager.
- To ensure that the Facilities Manager is kept informed regarding any areas of concern.

- St Oswald's Hospice is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at St Oswald's Hospice.

3. Self Development

- To undertake appropriate personal development and maintain, develop skills and knowledge as determined by the annual review and development meetings and subject to the availability of resources.

4. Risk Management including Health & Safety

- To adhere to St Oswald's Health and Safety policy as set out in St Oswald's Health and Safety policy statement.
- To attend all health and safety training St Oswalds deems mandatory.
- To undertake any additional training that is required to perform the role of Housekeeper.
- Training in aspects of Housekeeping duties to cover for absences wherever required.
- In connection with the Facilities Manager, assist in the induction, training and support of any new staff or volunteers within the Team.
- To attend Housekeeping Team Meetings as required.

5. Working Relationships and Team Working

- To work as a positive team member at all times and in accordance with St Oswald's Respect at Work Policy and Procedure.

6. Conduct

- To behave in a professional manner at all times, reflecting and maintaining the values and ethos of the organisation and thereby generating a positive image of St Oswald's.
- To adhere to all St Oswald's policies and procedures to ensure that these are maintained at all times.

7. Other

- To undertake any other duties as appropriate within their competence and general level of responsibility of the post as required by Facilities Manager from time to time.
- The job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of the level of work undertaking, which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

RISK ASSESSMENT: A generic risk assessment for housekeepers has been completed.

DISCLOSURE / LEVEL: Enhanced DBS check

PREPARED BY: Jane Hamblin, Facilities Manager, December 2012



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PERSON SPECIFICATION

Housekeeper

Element	Description	
	Essential	Desirable
QUALIFICATIONS TRAINING AND EDUCATION	Basic education to secondary level but no formal qualifications are required for this post.	Hygiene Housekeeping NVQ or similar GCSE level standard of education or equivalent IT literate COSHH
EXPERIENCE	Up to one years previous experience working in a housekeeping role	Experience working within the Healthcare Sector Knowledge of the voluntary sector
SKILLS, APTITUDES AND ABILITIES	Literate and numerate A basic working knowledge of IT in order to access email etc or a willingness to learn Able to work as part of a team and individually without direct day to day supervision. Good communication skills An awareness of hygiene issues	
PERSONAL ATTRIBUTES	Approachable and compassionate Able to work with discretion and absolute confidentiality in all Hospice matters	Ability to work calm and methodically under pressure Positive attitude towards change Positive and friendly approach to patients, children and their families
OTHER	Ability to handle light machines, e.g. industrial carpet shampooer, vacuum cleaners etc.	Empathy for the ethos of the St Oswald's
WORKING ARRANGEMENTS	Be able and prepared to work flexible hours as required. Flexible and adaptable approach to work	