



JOB DESCRIPTION

JOB TITLE:	Housekeeper
DEPARTMENT:	Facilities
REPORTS TO:	Housekeeping Team Leader

1. Purpose

- To ensure that the highest possible standards of hygiene & cleanliness are met and maintained, in order to provide a clean and safe environment for patients, staff, volunteers and visitors within the Hospice.

2. Main Accountabilities, Responsibilities and Duties

- To perform general cleaning duties including daily dusting, damp dusting, polishing and vacuuming in clinical and non-clinical areas in line with cleaning schedules.
- To maintain records of cleaning undertaken.
- Empty and correctly dispose of all clinical and non-clinical waste.
- To manage laundry as 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.
- 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 follow Hospice Policies and Procedures including all Health and Safety Regulations including manual handling and COSHH and using Personal Protection Equipment(PPE) as required
- To keep housekeeping storage areas tidy and ensure stock is correctly stored and labelled.
- To liaise with the Housekeeping Team Leader to ensure that sufficient stock levels are maintained.
- To carry out any specific duties as directed by the Housekeeping Team Leader.
- To ensure that the Housekeeping team leader is kept informed about any areas of concern.
- St Oswald's Hospice is committed to encouraging volunteering and as such housekeepers will be expected to support and respect volunteers, and may work alongside volunteers as part of their role, providing day to day guidance as necessary.

3. Self Development

- To undertake appropriate personal development and maintain / Develop skills and knowledge as agreed 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 Hospice'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 Oswald's Hospice identifies as 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 conjunction with the Housekeeping Team Leader, assist in the induction, training and support of any new staff or volunteers within the Team.
- To attend Housekeeping Team Meetings.

5. Working Relationships and Team Working

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

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 Hospice.
- To adhere to all St Oswald's Hospice's policies and procedures to ensure that these are maintained at all times.

7. Working Patterns

- There are two core working patterns:
 - 5 day, working Monday to Friday
 - 7 day working Monday to Sunday
- 7 day working patterns receive an enhancement for working weekends and bank holidays.
- Working patterns are planned wherever possible but we may require post holders to cover at short notice cover, for example due to sickness and holidays.
- Housekeepers working a 5 day rota may be required to occasionally work a week-end or bank holiday in the event of staff shortages, enhancements will be paid for work undertaken at weekends or bank holidays.

8. Other

- To undertake any other duties as appropriate within their competence and general level of responsibility of the post as required by the Housekeeping Team Leader.

- 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, Nov 2021

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.	A qualification in infection control NVQ Level 2 or similar in housekeeping GCSE level standard of education / equivalent COSHH
EXPERIENCE	Up to one years' previous experience working as a housekeeper or cleaner	Experience working within the Healthcare Voluntary Sector
SKILLS, APTITUDES AND ABILITIES	Literate and numerate A basic working knowledge of IT (or a willingness to learn) in order to access emails, book holidays etc. Able to work as part of a team and individually without direct day to day supervision. Good communication skills An awareness of hygiene and issues	
PERSONAL ATTRIBUTES	Demonstrates St Oswald's values: <ul style="list-style-type: none"> • Care and Compassion • Accountable & Authentic • Positive & Can Do • Excellence & Innovation • Safe & Supportive Approachable and Friendly	

	<p>Able to work with discretion and absolute confidentiality</p> <p>Resilient</p> <p>Able to work in a busy environment</p> <p>Able to remain calm under pressure</p> <p>Positive attitude towards change</p> <p>Comfortable working in a clinical setting</p>	
OTHER	<p>Able to handle light machines, e.g. industrial carpet shampooer, vacuum cleaners etc.</p>	
WORKING ARRANGEMENTS	<p>Be able and prepared to work flexible hours as required.</p> <p>Flexible and adaptable approach to shift work</p>	

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