

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Housekeeper
GRADE	2
HOURS OF DUTY	Housekeepers provide an overall service to the hospice from Monday to Sunday between 8.00am and 6.30pm and Bank Holidays
REPORTS TO	Domestic Services Team Leader
KEY RELATIONSHIPS	Catering Staff, Estates Staff, Ward Volunteers, Nursing Staff, CEO, Executive Team, Medical Staff, Heads of Department, Staff at all levels in the Organisation and Volunteers.
RESPONSIBLE FOR	

JOB SUMMARY

Under the direction of the Domestic Services Team leader, to provide a Housekeeping service comprising cleaning, laundry, patient meal and beverage services.

To work in conjunction with the nursing team in order to maintain a clean and safe environment.

Responsible for cleaning and maintaining the patient rooms, public areas, back of house areas such as linen room and laundry areas according to Hospice Policy & Procedures at a level that meets or exceeds National Cleanliness Standards.

MAIN DUTIES AND RESPONSIBILITIES

Cleaning

- To provide a cleaning service to all areas of the Hospice, carrying out cleaning routines as scheduled
- Ensure proper procedures are followed when cleaning in patient areas
- To follow carefully and thoroughly, detailed cleaning schedules and infection control procedures using the Microfibre method of cleaning
- Observe proper procedures upon entering a patient room and when working in patient areas, be sensitive to the needs of patients, relatives, nursing and medical staff if asked to delay cleaning
- To undertake deep cleaning of specific rooms and areas including removing and replacing curtains and other items in accordance with Working at Height Regulations
- To use cleaning materials as per instructions and ensure domestic store cupboards are stocked tidied and secured at the end of the shift
- To handle and remove waste in line with segregation processes and procedures. Ensure

procedures and timescales for both clinical and non clinical waste storage and removal is followed carefully

- Ensure all cleaning materials are used as directed and secured safely in compliance with COSHH regulations
- Ensure cleaning trolleys are fully stocked with sufficient cleaning materials, equipment and supplies to clean each area
- Report any damage or hazards in patient rooms i.e. broken fixtures, furniture, light bulbs, etc. to the Domestic Services Team Leader
- Ensure that all equipment used is fit for purpose and report any damaged or out of date PAT tested machinery to the Domestic Services Team Leader

Laundry

- To assist with the washing and drying of patients' personal clothing and Hospice linen, curtains and towels as required
- To operate washing and drying equipment in the Hospice's laundry following specific instructions for the items being laundered
- To check in, unpack and store all contract linen
- To maintain stock levels of laundry on IPU
- Report any equipment or other laundry related problems to the Domestic Services Team Leader

Patient meal and beverage service

- Work with the IPU Volunteers and follow the procedure for obtaining the Patients meal and drink choices at defined times during the course of each day.
- Ensure all Patient Catering/Prep Room equipment and all surfaces are clean at all times
- Prepare Patient meal tables ensuring they are clean and tidy
- Prepare patient meal trays and ensure food is served at the correct time for service
- Ensure all patient trays, crockery and cutlery are returned to the Hospice Kitchen after service
- If Patients need help to eat or drink, ensure the nursing staff are advised immediately
- Give guidance to IPU Volunteers as required
- Ensure all food items are correctly stored and there are adequate supplies
- Check and clean all fridges and remove out of date food/drink
- Ensure that Fridge/Freezer temperatures are taken in line with Hospice requirements and recorded
- Attend training to obtain and maintain the Basic Food Hygiene Certificate

You will be required to do the following:

- Push heavy carts
- Bend and reach to dust, clean and make beds
- Stand and walk for varying lengths of time, often for long periods
- Use written communication skills to mark completed rooms on daily paperwork
- Lift all equipment and supplies on and off carts

General

- Use tact, sensitivity and discretion when working near patients, relatives and their visitors
- Follow all Health & Safety and Hygiene regulations
- Adhere to all policies and procedures relevant to the role
- To be aware of local Health & Safety procedures including the evacuation procedures
- Advise the Domestic Services Team Leader of any difficulties or issues arising
- Carry out other tasks as identified by the Domestic Services Team Leader
- Ensure that all mandatory training and task specific training is completed as may be required for the role.
- Work flexibly to meet the Hospice's needs, providing cover for colleagues during absences
- The role may change as the post develops, but only with discussion between the Domestic Team Leader and the post holder

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

JOB TITLE

E = ESSENTIAL	D = DESIRABLE	
Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning		
<p>Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.</p> <p>Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.</p> <p>Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p>Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p>Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.</p>	E	

Education & Training		
<input type="checkbox"/> Good general education		
Skills/Abilities/Knowledge		
<input type="checkbox"/> Basic cleaning skills	E	
<input type="checkbox"/> Able to carry out manual activity	E	
<input type="checkbox"/> Able to work required shifts	E	
<input type="checkbox"/> Able to work flexibly	E	
<input type="checkbox"/> An understanding of the principles of delivering quality customer service	E	
<input type="checkbox"/> Ability to follow instructions	E	
<input type="checkbox"/> Ability to communicate sensitively with people	E	
<input type="checkbox"/> Good communications skills	E	
<input type="checkbox"/> Good interpersonal skills	E	
<input type="checkbox"/> Ability to work alone and as part of team	E	
Experience		
<input type="checkbox"/> Has carried out detailed procedures	E	
<input type="checkbox"/> Has met deadlines	E	

<input type="checkbox"/> Has maintained confidentiality	E	
<input type="checkbox"/> Has understanding of infection prevention		D
<input type="checkbox"/> Has experience of working in a healthcare setting, and near frail patients		D
<input type="checkbox"/> Physically fit to carry out the duties of the Housekeeper job description		D