
Job Description

Post: Housekeeper
Grade: Hospice Grade 2
Hours: Variable hours across 7 days
Reports to: Hospitality Lead
Accountable to: Facilities Manager

Overall aims:

To assist in maintaining a high standard of cleanliness throughout the Hospice, providing a safe and hygienic environment for patients, service users, staff and visitors.

Key areas:

- Work under the direction of the Hospitality Lead on the allocation of duties and procedures.
- Carry out a high standard of housekeeping, adhering to agreed procedures and standards of cleanliness, giving priority to clinical areas.
- Assist within the in-house laundry service.
- Assist in setting up and clearing the training room, for function and training room requirements.
- Ensure due diligence paperwork is completed as instructed by Hospitality Lead.
- Ensure work is undertaken in a safe manner at all times.
- Work collaboratively with other members of staff and volunteers as required.
- Ensure department, patient and whole Hospice confidentiality is maintained at all times.
- Undertake any other duties (within capability) as requested by a manager, including but not limited to, the Hospitality Lead or Facilities Manager.

Person Specification

Knowledge and qualifications	Essential	Desirable
Hygiene qualification		✓
Knowledge of current Health and Safety requirements	✓	
Understanding of the Data Protection Act 2018 requirements and other relevant legislation		✓
Awareness of hygiene standards	✓	
Experience		
Experience of working within the healthcare sector		✓
Skills and abilities		
Hardworking and highly motivated	✓	
Ability to work well as part of a team and individually	✓	
Ability to work without direct supervision	✓	
Ability to follow standard procedures and to demonstrate attention to detail	✓	
Ability to undertake physically demanding duties such as using industrial carpet shampooer or floor polishing machine	✓	
Ability to work calmly and methodically under pressure	✓	
Ability to communicate effectively and appropriately	✓	
Effective IT skills	✓	
Personal qualities		
Positive and friendly approach to patients and their families	✓	
Commitment to the prime importance of confidentiality	✓	
Approachable and compassionate	✓	
Flexible and adaptable approach to work, with a positive attitude towards change	✓	

This document is subject to review as part of the annual appraisal process and in case of any changed service provision following discussion with the post holder.