**Job Description**

**Post:** Housekeeper

**Grade:** Hospice Grade 3

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

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.