



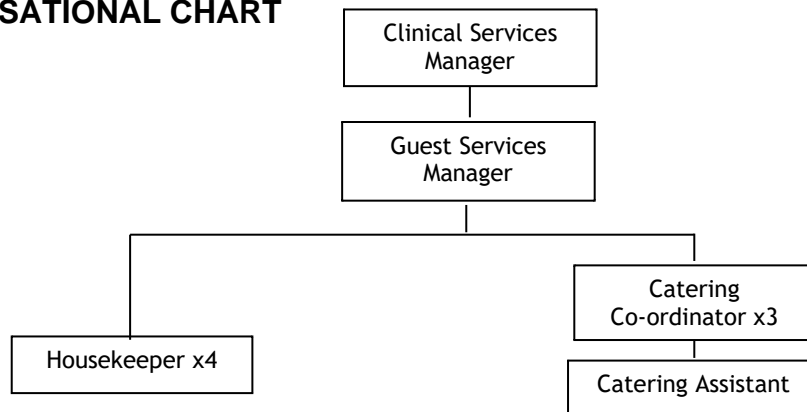
1. JOB DETAILS

Job Title	Housekeeper
Department	Guest Services
Grade/Salary	
Responsible to:	Guest Services Manager

2. AIM

Responsible for providing general housekeeping services to clinical and non-clinical areas of the Hospice ensuring high standards of cleanliness are maintained.

3. ORGANISATIONAL CHART



4. KEY RESPONSIBILITIES

Communication and relationships

- Maintain good communication across all departments with staff, volunteers, patients and visitors.
- Report any equipment or fittings that require maintenance in line with Hospice procedures

Analytical and judgement skills

- Judgements involving straightforward job related situations

Planning and organisational skills

- Clean all areas as detailed in the cleaning schedule and instruction from the Guest Services Manager or Nurse in charge.

Physical skills

- Normal cleaning duties that will be obtained through practice and practical training.
- Carry out laundry procedures as and when instructed.

Patient/Client Care

- Assists patients/relatives providing ancillary services and awareness of special requirements when working in patient bedrooms.
- Ensure confidentiality is maintained at all times.

Policy and Service Development

- Be aware of the Health and Safety policies and the requirements of COSHH
- Comply with Hospice policies and procedures.
- May comment on proposed change which applies to own area of work.

Financial and Physical Resources

- Contribute to effective stock control of all cleaning products and supplies.
- Exercise personal duty of care when using expensive equipment i.e. carpet cleaner / window cleaner.
- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met

Human Resources

- Responsible for providing advice and support to new or less experienced employees in own area of work.
- Attend mandatory training and training courses related to duties of the post ensuring regular updating
- Maintain confidentiality in relation to all work matters

Information Resources

- Records personally generated information for own work area.

Research and Development

- Continually look for ways to improve the quality of the service one provides to guests, patients, visitors, volunteers and staff.

Freedom to Act

- Works within established procedures and work is supervised.

EFFORT & ENVIRONMENT**Physical**

- Ongoing light physical effort will be required for vacuuming and carpet cleaning.

Mental

- Care and attention must be applied at all times when working in areas with staff patients and volunteers in particular to keep a safe working environment.

Emotional

- Occasional exposure to distressing or emotional circumstances when working on the In Patient Unit.

Working Conditions

- Occasional exposure to unpleasant working conditions.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

JOB DESCRIPTION AGREEMENT

Signature of Post holder:

Date:

Signature of Manager:

Date: