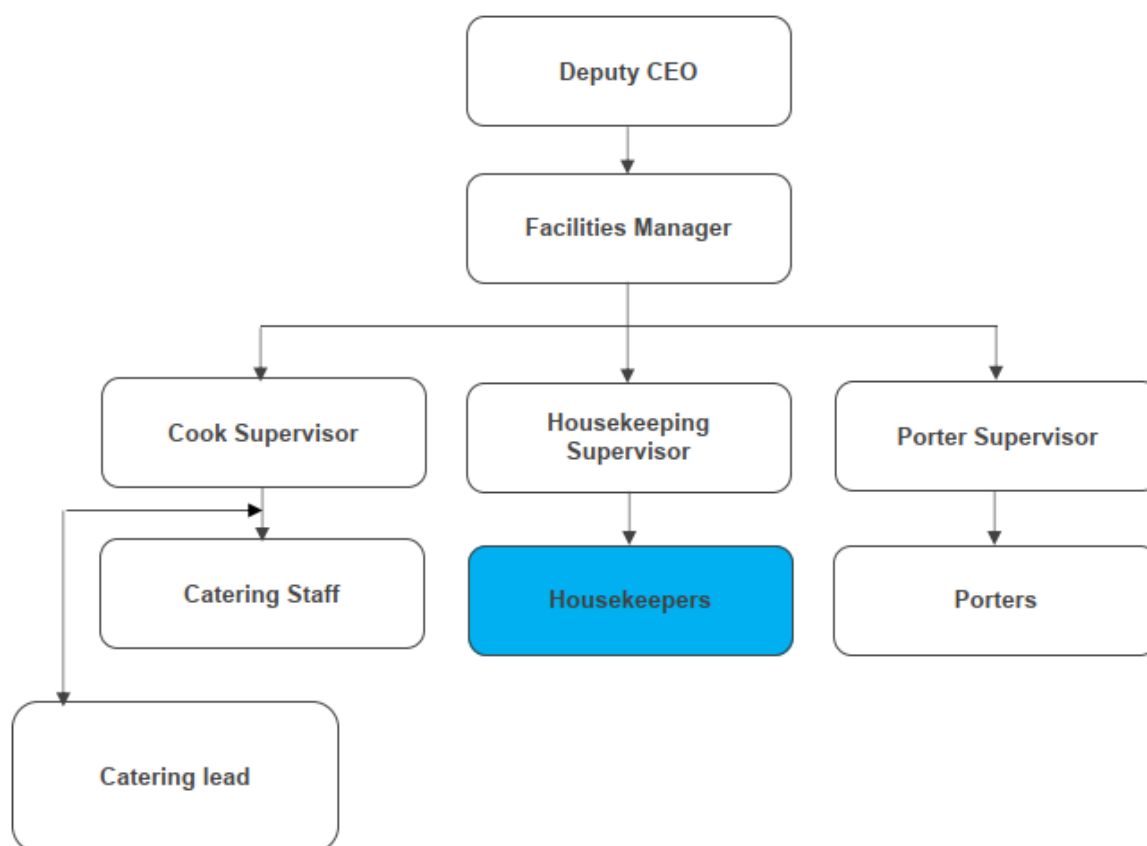


JOB DESCRIPTION

Job Title:	Housekeeper
Department:	Facilities
Post Holder:	tbc
Pay Scale:	Ancillary 1
Reports to:	Facilities Manager

Organisation Chart:



Job Purpose:	To ensure a high standard of hygiene and cleanliness throughout the hospice. To work unsupervised within the framework of the team. To have a responsible attitude towards the duties required. To have an understanding attitude to patients and their relatives, visitors and volunteers in the hospice setting.	
Key Working Relationships:	Facilities Manager Head of Clinical Services Clinical Teams	Porters Volunteers

The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Role Responsibilities:

- Perform all cleaning and domestic duties in the hospice as may be required.
- Observe specialised cleaning requirements in appropriate areas, e.g. pharmacy, treatment rooms, as instructed, to ensure a high degree of sterility and to minimise the possibility of cross infection.
- Ensure that electrical appliances and all other items of domestic cleaning equipment are thoroughly cleaned and maintained in the appropriate manner and that any faults are reported to the Housekeeping Lead.
- Replenish disposable items as required, reporting high usage or losses.
- Attend all training sessions required for the role.
- Correct use of personal protective equipment and colour coding system in place to minimise risk of cross contamination.
- Ensure that safe and correct working practices are maintained at all times and that duties are performed in accordance with Bolton Hospice policies and procedures and statutory Health & Safety regulations.
- Always use warning signs when carrying out floor cleaning duties.
- Use personal protective equipment at all times.
- Comply with fire training throughout the working day and report any fire hazard you see to the appropriate person.
- Ensure you operate all equipment in the correct way, following moving and handling training in order to avoid injury to yourself and others and to avoid damage to the equipment.

Customer Care:

Always be polite and friendly to patients, visitors, staff and volunteers in all areas and maintain the strictest of confidence in all you see and hear throughout your working day. It is necessary to recognise that patients and carers sometimes behave differently when under stress and employees should endeavour to remain patient and understanding at all times. It is acknowledged that a degree of social interaction is an essential aspect of domestic duties; however, such interaction should not be undertaken at the expense of the service.

General Responsibilities:

Health and Safety

All employees have a duty to report accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within

the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



This job description is an outline of the main responsibilities. The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated.

They are subject to modification in the light of changing service demands and the development requirements of the post holder. Therefore it will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Housekeeper
Department:	Facilities
Pay Scale:	Ancillary 1

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS		NVQ Level 1 (cleaning related)	Application Form
EXPERIENCE	General housekeeping experience	Experience of working in a clinical environment	Application Form Interview
SKILLS	Excellent interpersonal and relationship-building skills Excellent communication skills- able to communicate effectively at all levels		Application Form Interview
KNOWLEDGE		COSHH Moving and handling Infection control procedures	Application Form Interview
PERSONAL ATTRIBUTES	Self-motivated and able to use initiative High personal standards Non-judgemental and empathetic approach Flexible attitude to work duties and hours of work Able to plan, manage and prioritise workload Ability to work under pressure Strong teamwork ethic A commitment to the vision and values of Bolton Hospice.	Willingness to develop and attend training when required	Application Form Interview