

JOB DESCRIPTION

Job Details	
Job Title:	Housekeeper
Grade:	Band 2
Department:	Estates and Facilities
Directorate:	People and Services
Reporting to:	Housekeeping Supervisor
Responsible for:	
Location	Winsley

Job Summary / Main Purpose:

To clean and maintain standards of cleanliness in the clinical and office areas of Dorothy House Hospice in conjunction with other members of the Housekeeping Team.

Principal Duties and Responsibilities:

- To work as a member of the Housekeeping Team, reporting the Housekeeping Supervisor or in their absence, Head of Estates and Facilities, operating a service that is 7 days a week.
- To liaise each morning with the housekeeping supervisor and IPU lead nurse as to the priorities for that morning and to receive a brief report on the patient situation, expected admissions, cleaning needs and routine matters.
- To ensure patient rooms, therapies areas, and all other clinical areas are cleaned to a very high standard.
- To ensure that all offices and other support areas such as the dining room, are cleaned to a very high standard.
- To work with in the guidelines of the Cleaning Policy and Procedure, Infection Control Policy and schedules operating within the Hospice.
- To work alongside members of the nursing staff and multi-professional teams, recognising the requirements within a changing situation, and being flexible and responsive to these needs.

- To attend and successfully achieve all appropriate mandatory and statutory training and to keep these in date at all times ie manual handling, fire safety and NVQ Level I in cleaning and support services.
- To participate in appropriate in-house education programmes.
- To report maintenance requirements to the Ward Manager or Estates Manager as needed.
- To work within NHS cleaning standard guidelines and audit requirements
- To be available for additional hours as and when appropriate to cover for annual leave and sickness.
- To be able to demonstrate good time management and the ability to prioritise and manage the workload.
- To work in a calm and professional manner.
- To respond sensitively to the needs of patients, their carers, visitors and their family members

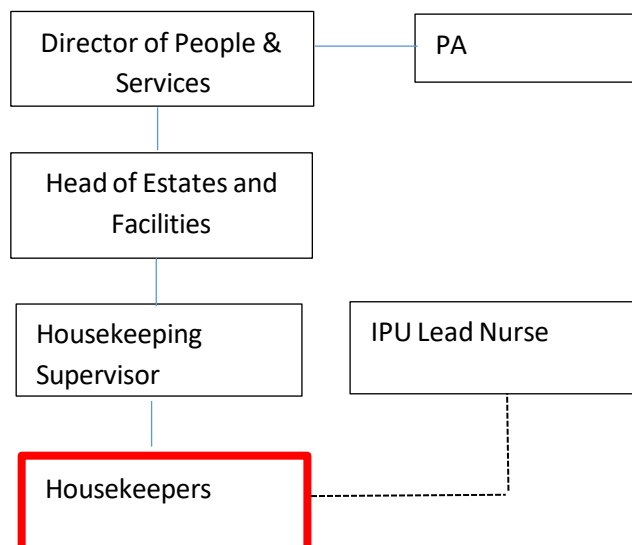
Health, Safety and Hygiene

- Keep up to date on statutory and regulatory requirements in health, safety and hygiene.
- Ensure that adequate levels of hygiene are maintained in all areas of the hospice.
- Adhere to uniform requirements and relevant health and safety requirements such as bare arms below the elbow, no jewelry, and hair tied back etc.
- Follow all procedures to prevent cross infection and protect selves from the range of infections that housekeepers are exposed to in the course of their work.

Patients

- Proactively interact with and support patients and their family members in the course of delivering housekeeping services daily.
- Work to strict timelines in preparing rooms for patients
- Be mindful of the numerous health conditions facing patients and seek support if these become distressing.

Structure Chart



Contacts

- Housekeeping Supervisor
- Lead ward manager and all IPU staff
- Patients who are in-patients on the IPU and their families, visitors and carers.
- Members of the multi-professional team
- Estates Manager
- Head of Estates & Facilities
- All office based staff

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health except for designated areas. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Person Specification

Criteria	Essential	Desirable
Domestic/cleaning experience		X
Domestic/cleaning experience in a health care setting		X
Ability to work as part of a team	X	
Energetic and motivated individual who can manage and prioritise their own workload	X	
To be able to demonstrate good communication skills in a team role	X	
Able to work across flexible hours and be adaptable to changing needs	X	