



## **Job Description**

<b>Job Title:</b>	Housekeeper
<b>Tenure:</b>	Permanent
<b>Base:</b>	Head Office, Workington
<b>Responsible to:</b>	Business Support Manager
<b>Responsible for:</b>	N/A
<b>Salary:</b>	Year 1 £4472 (£18,634 FTE)
<b>Hours:</b>	9 hours per week

### **JOB SUMMARY:**

The Business Support Team has responsibility across the organisation for strategic support, human resources, information technology, health & safety, building management and volunteers.

The role of the Housekeeper is to provide a clean and safe environment for staff, volunteers, patients, visitors and customers in accordance with national standards. The post holder will perform a wide range of cleaning duties liaising with the line manager, nursing and therapy staff and volunteers to ensure a clean and safe environment and help to provide patient privacy and dignity.

### **DUTIES AND RESPONSIBILITIES OF THE POST:**

#### **Key responsibilities of the job**

- Undertakes appropriate general cleaning of all facilities and equipment in accordance with relevant standards to ensure that the highest levels of hygiene and cleanliness are maintained.
- Ensures disinfection and anti-bacterial measures to all areas, with particular attention to clinical areas, to meet the requirements of the current infection control standards.

- Understands and follows all health and safety guidance relating to the handling of cleaning and disinfecting substances and wears appropriate personal protective clothing. Promptly and adequately deals with any spillages
- Manages and replenishes stocks of household supplies and equipment
- Keeps outside areas of the building clean and tidy
- Follows the control of infection policies and procedures to ensure the safe disposal of clinical and general waste. Ensures that all waste disposal areas are kept clean and tidy.
- Ensures the safety of those using the building and facilities by dealing with, or highlighting, any hazards which may pose a risk.
- Understands and is sensitive to the nature of the service users and patients in the building, ensuring privacy is maintained.
- Ensures the security of the building at the end of the working day and acts as a key holder.
- Carries out and inspects all areas and identifies and reports maintenance problems to the Business Support Manager.
- Communicates regularly with the Business Support Manager and other team members making a positive contribution to team meetings.

#### **Personal Development:**

- To be committed to personal and professional development and complete mandatory and statutory training as required.
- To set challenging goals through the appraisal process to ensure the effective delivery of personal objectives.
- To keep updated with current policies and procedures, as well as external trends and developments.

#### **General**

- To ensure that personal conduct, ways of working and work activities are always aligned to the Hospice's purpose and values.
- In accordance with the Data Protection Act 2018 and the General Data Protection Regulations, to ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity,

its patients, staff and volunteers and particularly of the area for which directly responsible.

- To promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- To adhere to the Health and Safety policy and report all accidents, incidents or near misses promptly and when requested to co-operate with any investigations undertaken.
- To be aware of obligations and to abide by the spirit and nature of the Equal Opportunities policy to avoid direct and indirect discrimination.
- To undertake any other duties which may be reasonably required.

## Person Specification

### Housekeeper

	Qualities Required	Essential (E) Desirable (D)	Method of Assessment
<b>Practical Knowledge and Qualifications</b>	Level 2 Certificate in Cleaning and Support Services <b>OR</b> relevant experience	E	A
	Understanding of the responsibilities under the Health & Safety at Work Act and Control of Substances Hazardous to Health requirements	D	A/I
<b>Skills and Competencies</b>	Basic IT skills with a knowledge of Office applications	E	A
	Ability to understand and adhere to standards and procedures in order to maintain high standards of hygiene	E	A/I
	Ability to work as a member of a team and to build positive relationships	E	A/I
	Effective organisational skills and attention to detail with ability to plan and manage workload effectively	E	A/I
	Be physically able to undertake all duties and responsibilities	E	A/I
	Ability to use own initiative and to work in isolation without direct supervision	E	A/I
	Be flexible during times of change to support new ways of working	E	A/I
<b>Experience</b>	Previous housekeeping experience	E	A/I
	Previous domestic experience of working in a care or hospital setting	D	A/I

*A = Application Form*

*I = Interview*

*E = Exercise*