



JOB DESCRIPTION - HOSPICE HOUSE-KEEPER (RELIEF POST)

The Butterfly Hospice is a registered charity and the local hospice for Boston, Skegness and surrounding areas. We care for people whose illnesses are no longer curable, enabling them to achieve the best possible quality of life during the final stages of their illness. Patients, carers and families are welcome and our hospice and our staff and volunteers provide a warm, friendly and supportive environment in which everyone feels at ease.

The Butterfly Hospice Trust strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. The contribution made by staff and volunteers in achieving the organisation's goals is recognized by all.

POST: Hospice Housekeeper (Relief)

PURPOSE OF JOB: To carry out the housekeeping duties in all areas of the Hospice and Charity Offices. To ensure high standards of cleanliness, and the provision of a safe environment for patient care and support.

RESPONSIBLE TO: Sites & Facilities Manager

RESPONSIBLE FOR: Cleaning duties for Clinical and non-Clinical areas

Principal Duties

The Housekeeper is responsible to the Sites & Facilities Manager to cover for annual leave, sickness absence and during busy periods the relief housekeeper will be required to work a shift as per the rota

- Keeping all clinical and non-clinical areas of the Hospice, clean and tidy. This includes washing, dusting, polishing, vacuum cleaning and sweeping as appropriate.
- Carry out room deep cleans as required by nursing staff
- On a daily basis clean patient bedrooms / en-suites, toilets and common areas
- To ensure regular and timely replenishment of disposable items such as hand soap, paper towels, toilet paper etc., and requisitioning supplies of such items where required.
- Empty clinical and general waste bins and ensure that clinical and general waste is stored appropriately and correctly
- Ensuring that all cleaning equipment/materials are maintained in a safe, clean and efficient working condition. Where an item of equipment requires repair this should be reported to the Sites & Facilities Manager using the correct procedure
- Wear protective clothing in accordance with COSHH and Health and Hygiene regulations and Infection Control guidelines
- Some assistance with delivering meals to patients and additional support for kitchen and nursing staff is required at busy periods.
- Use, maintain and store personal protective equipment (PPE) according to manufacturers' recommendations and in line with Trust's guidelines.
- Wash windows, walls, ceilings, and woodwork, waxing and polishing as necessary.
- Cleaning of internal window glass plus internal and external door glass
- Hang draperies, and dust window blinds.
- Work within the cleaning and infection control guidelines.

Principal Duties - General

- Be prepared to cover for the other team members during their holiday periods, or during times of sick leave.
- Maintaining a friendly contact with all staff, visitors and patients respecting their right to dignity, privacy and confidentiality at all times.
- To undertake such other duties as may be determined from time to time within the general scope of the post.

General Requirements

In addition to the above, there are some general requirements that apply to all jobs in the Hospice

- To undertake such other duties as may be determined from time to time within the general scope of the post
- Participation in staff meetings.
- Participation in training activities.
- Participation in quality assurance systems.
- All duties must be carried out to comply with:-
 - Notification of accidents and other Health & Safety requirements.
 - Statutory legislation, in particular COSHH and Hygiene regulations.
 - Nationally and locally agreed Codes of Good Practice.
 - Fire Precautions.
 - Equal opportunity principles and the Trust's anti-discriminatory policy.
- Be self-motivated and enthusiastic
- Be able to work on your own, or as part of a team
- Be able to work in a clean and tidy manner
- To undertake such other duties as may be determined from time to time within the general scope of the post

Infection Control and Prevention

All employees of the Butterfly Hospice are required to:

- Maintain a clean and safe environment, minimise risks of infection, report infection control issues of concern to their line manager and attend mandatory infection prevention training.
- Work in accordance with their local infection control procedures and in adherence to the Code of Practice for the Prevention and Control of Healthcare Associated Infection as outlined in the 'Health and Social Care Act 2008'.

A satisfactory DBS check will need to be returned prior to commencement of employment. A detailed Information Handbook, essential work plan and timetable, will be issued subsequent to appointment.

Personal Specification

The successful applicant must be able to demonstrate empathy for our patients', carers and families and be committed to the promotion of the Hospice ethos.

All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, flexibility is a key attribute required of all employees.

It is essential that the post holder has the **following experience and knowledge**:

- Empathy with patients and the ability to relate to them in a sensitive manner
- Be fit and in good health, be able to lift and climb ladders
- Ability to use cleaning equipment, including Micro-fibre cleaning regime
- Understands and demonstrates willingness to promote positively equal opportunities outlined in Trust Policy

It is essential that the post holder has the **following skills and abilities**

- Be able to manage own work effectively or as part of a team
- Be able to work safely with Safety, Health and Welfare in mind at all times
- Good Literacy and Numeracy Skills
- A positive attitude and commitment to working with a team to provide the best patient care.
- Good communication skills
- Be self-motivated and enthusiastic

It is desirable that the post holder has the following

- Housekeeping experience in a healthcare setting
- NVQ Level II in housekeeping.
- Understanding of responsibilities under HSAW Act, COSHH, Infection Control,

Promotion of a Supportive Working Environment

A supportive working environment can be defined as an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike can expect to be encouraged to develop personally and professionally and to acquire new skills at a pace that is suitable to them. All staff and volunteers must promote this environment as part of their roles and responsibilities.

Training and Development

Training and development of staff and volunteers is a key expectation of all staff employed by the organisation. They will demonstrate their commitment to staff and/or volunteer development by assessing skills, planning development activities, discussing outcomes and evaluating effectiveness. They will be expected to motivate, encourage, coach and support staff and/or volunteers towards the outcomes agreed.

Infection Control and Prevention

All employees of the Butterfly Hospice are required to:

Maintain a clean and safe environment, minimise risks of infection, report infection control issues of concern to their line manager and attend mandatory infection prevention training.

- Work in accordance with their local infection control procedures and in adherence to the Code of Practice for the Prevention and Control of Healthcare Associated Infection as outlined in the 'Health and Social Care Act 2008'.

All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, flexibility is a key attribute required of all employees.