

# St Teresa's Hospice

## JOB DESCRIPTION

### 1. JOB DETAILS

Job title: Housekeeper

Grade: Hospice band 2

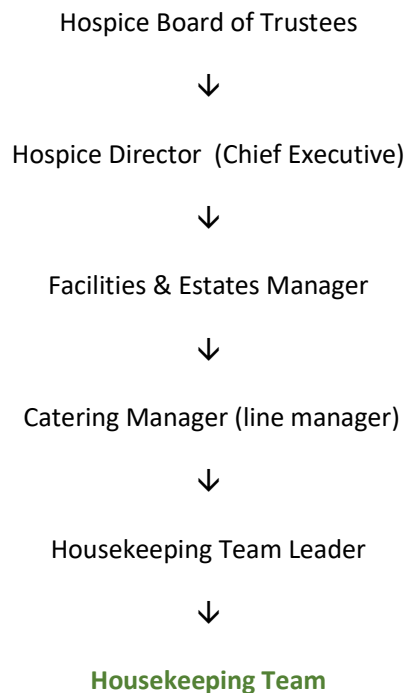
Reports & is responsible to: Housekeeping Team Leader, and Catering Manager

Location: St Teresa's Hospice, The Woodlands

### 2. JOB PURPOSE

To work as a member of the housekeeping team to ensure cleanliness in the Hospice as a whole, together with other housekeeping duties e.g. laundry, ironing, to enable the Hospice to run smoothly.

### 3. ORGANISATIONAL CHART



### 4. DIMENSIONS

The Department consists of:

1 Catering Manager, and a team of Housekeeping staff (including one Housekeeping Team Leader)

The Department works with:

Staff and volunteers based in the Hospice building

## 5. KEY RESULT AREAS

- To assist with the cleaning of all areas of the Hospice as required to the specified standards
  - Measure: daily monitoring of standards.  
Subject to inspections both announced and unannounced (e.g. environmental health)
- To assist with the laundry and ironing as necessary
  - Measure: daily monitoring of standards
- To work with volunteers in order to carry out any duties
  - Measure: professional feedback
- Other related duties as required, to ensure the Hospice is fit for purpose.

## 6. MOST CHALLENGING PART OF THE JOB

Working as part of the Hospice Team, to ensure the highest standards of cleanliness and hygiene, for the benefit of hospice patients, visitors, staff and volunteers.

## 7. DBS / other checks required:

This post is deemed to require a DBS check –Standard Level, with the Disclosure and Barring Service. This is due to the fact that the post involves working with vulnerable adults. Further information on the Disclosure service is available from <https://www.gov.uk/government/organisations/disclosure-and-barring-service>

All employees of St Teresa’s Hospice are required to provide proof of their eligibility to work in the UK.

This job description is intended as a guide to the principle duties and responsibilities of the post. It must not be regarded as precisely defining all duties and will be subject to amendment in the light of developing service needs and changes in health policy.

# PERSON SPECIFICATION

All factors must be measurable and justified by the job

	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE AND QUALIFICATIONS</b>		
1. Level 1 or higher standard of literacy (equivalent to GCSE Grade G/1 or higher – qualification not required)	✓	
2. Level 1 or higher standard of numeracy (equivalent to GCSE Grade G/1 or higher – qualification not required)	✓	
3. Understanding of confidentiality and professional boundaries in a care situation	✓	
4. Understanding the demands of Hospice care	✓	
5. Knowledge of Health & Safety standards in a hospice environment		✓
<b>EXPERIENCE</b>		
1. Previous house-keeping, cleaning or similar experience in a professional capacity	✓	
2. Experience of working in a care situation		✓
<b>SKILLS AND COMPETENCIES (demonstrable abilities)</b>		
1. Able to undertake cleaning work to an excellent standard	✓	
2. Able to safely undertake moving and handling duties	✓	
<b>PERSONAL QUALITIES AND MOTIVATION</b>		
1. Reliable, and able to work under minimum supervision	✓	
2. Good time-keeper	✓	
3. Demonstrates enthusiasm with proactive approach to work	✓	
4. Willing to adapt duties to meet the Hospice's needs	✓	
5. Comfortable with working in a care environment	✓	
6. Excellent communication skills when working with other members of the Hospice team (i.e. staff and volunteers)	✓	