

<b>Queenscourt Hospice Role Description</b>	
<b>Post:</b>	<b>Housekeeping Team Leader</b>
<b>Reportable to:</b>	<b>Health, Safety &amp; Estates Manager</b>
<b>Accountable to:</b>	<b>Corporate Services Director</b>

### **Role summary:**

As the Housekeeping Team Leader in a hospice setting, you will assume leadership of the Housekeeping Team. Your pivotal role will involve maintaining clean, safe, and hygienic facilities, ensuring the comfort and well-being of patients, their families, and staff members and guaranteeing the efficient and effective execution of cleaning operations across Queenscourt Hospice. This role is key in ensuring infection prevention and control standards are met.

Your primary objective will be to set and deliver exceptional standards, working as a member of the team, leading from the front and by example, using your knowledge and a can-do positive attitude.

### **Main Duties and responsibilities**

1. Be responsible for ensuring that Queenscourt is cleaned to high standards following organisational and regulatory infection control procedures.
2. Be responsible for maintaining high standards of cleanliness, adhering to infection control protocols, and promptly addressing any housekeeping issues that may impact patient wellbeing.
3. Supervise, manage and participate in the daily operations of the housekeeping team.
4. Implement and oversee cleaning schedules, protocols and procedures to maintain a clean, safe, and comfortable environment for patients, families, and staff.
5. Oversee and implement housekeeping procedures and practices, including Control of Substances Hazardous to Health, Infection Control and Health and Safety, as well as cleanliness standards.
6. Oversee the scheduling and assignment of housekeeping staff to ensure proper coverage and efficient use of resources.
7. Train, mentor, and provide ongoing support to housekeeping staff, having 121 appraisals, promoting professional growth and ensuring high-quality service delivery.
8. Conduct regular inspections of clinical areas, patient rooms, common areas, and administrative spaces to ensure cleanliness and compliance with infection control standards and address any issues.
9. Work with the quality team to support cleanliness and environment audits.
10. Coordinate and communicate with other departments to address housekeeping-related needs and ensure seamless operations within the hospice facility.
11. Manage inventory and supplies, including ordering, tracking, and maintaining appropriate stock levels for cleaning materials and equipment. Ensure stock is rotated, by use by date, to reduce wastage of products.
12. Monitor and maintain equipment functionality, reporting the requirement for any repairs or replacements as necessary.

13. Ensure that all clinical and general waste is stored and removed in accordance with relevant regulations.
14. Adhere to and enforce all health and safety policies and procedures, promoting a culture of safety, among all staff.
15. Ensure the housekeeping team keep accurate records of housekeeping activities.
16. Anything else that might fall within the scope of this role, ensuring comprehensive support to the housekeeping team and contributing to the overall functioning and safety of the facility.
17. Demonstrate a commitment to the philosophy of Queenscourt Hospice ensuring that high standards prevail.
18. Ensure the health and safety of self and others during the execution of your duties.
19. Take action to remedy or report any hazard or unsafe working practice.
20. Liaise with the Health and Safety & Estates Manager, providing regular updates on departmental activities, and collaborate with colleagues to maintain a cohesive and efficient working environment.
21. Ensure that adequate precautions are taken to maintain personal protective clothing and equipment to a high standard.
22. Be responsible for instructing housekeepers and volunteers in respect of safe working practices ensuring that health and safety issues are known and understood by them.
23. Be accountable to the Health and Safety & Estates Manager for day-to-day practices
24. Be involved in working groups and attend meetings as required by Queenscourt's senior team.
25. Have due regard for the privacy and dignity of patients and their relatives at all times.

#### **Policies and Procedures**

26. Understand and comply with the policies and practices of Queenscourt.
27. To participate in an annual development and review process.
28. To attend statutory training in accordance with Queenscourt requirements.

#### **Health and Safety**

29. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

#### **Other**

30. Maintain absolute confidentiality in all areas of work
31. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity
32. Any other duties commensurate with the grade and post.

#### **NOTE:**

**This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.**

## Person Specification – Housekeeper

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	Trained in or willingness to undertake training in a competence qualification in cleaning, infection control and / or support service by an awarding body, NVQ or equivalent.	<ul style="list-style-type: none"> <li>• Level 2 Cleaning qualification or equivalent (e.g. NVQ or certificated British Institute of Cleaning Science qualification)</li> <li>• Basic Education to GCSE level – including Maths and English qualifications.</li> </ul>	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> <li>• Experienced and competent cleaner.</li> <li>• Experience of leading a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Prior experience in a supervisory or managerial role.</li> <li>• Prior experience working in a healthcare setting.</li> <li>• Prior experience working in a customer-facing role.</li> </ul>	Application Form Interview References
<u>Skills &amp; knowledge</u>	<ul style="list-style-type: none"> <li>• Good communication skills.</li> <li>• Good understanding of infection control principles.</li> <li>• Knowledge of health and safety.</li> <li>• Knowledge of COSHH.</li> <li>• Results orientated with good communication and interpersonal skills.</li> <li>• An ability to prioritise tasks and deal with urgent matters.</li> </ul>	<ul style="list-style-type: none"> <li>• Basic understanding of palliative care.</li> <li>• Basic understanding of the Hospice movement.</li> <li>• Basic IT skills.</li> <li>• Knowledge of clinical practices and standards.</li> </ul>	Application Form Interview References Test
<u>Personal Qualities</u>	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach. The role requires physical capabilities such as the ability to move and lift objects, perform cleaning tasks, and operate cleaning equipment.	An understanding of the charitable ethos and of working with volunteers.	References Interview
<u>Disclosure and Barring Service (DBS)</u>	This post is subject to an enhanced disclosure and barring check		