

**Queenscourt Hospice
Role Description**

Post: Housekeeper

Reportable to: Executive Director of Strategy and Business Development

Accountable to: Governance and Facilities Officer

Grade: Corporate Grade A

Role summary:

As a housekeeper at Queenscourt Hospice you will work independently yet as an integral member of the multi-disciplinary team ensuring that high standards of cleanliness and prevention of infection complement patient care. This role requires a flexible approach to working hours, including a requirement to work every weekend, ensuring the hospice maintains high cleanliness standards 7 days a week.

Main Duties and Responsibilities:

1. Demonstrate a commitment to the philosophy of Queenscourt Hospice ensuring that high standards prevail
2. Be responsible for ensuring that Queenscourt is cleaned to high standards following organisational policies and regulatory procedures in full compliance with the National Standards of Healthcare Cleanliness (2021)
3. Be responsible for stock control and use of resources
4. Ensure that Queenscourt is cleaned as per the cleaning schedule
5. Keep accurate and timely records
6. Ensure the health and safety of self and others during the execution of your duties
7. Proactively identify and formally report any minor maintenance faults, broken equipment, or building defects to the Estates Department to preserve a safe environment
8. Be competent in the nature of the substances used and the risks created by exposure to those substances
9. Ensure that adequate precautions are taken to maintain personal protective clothing and equipment to a high standard
10. Be responsible for instructing others e.g. volunteers in respect of safe working practices ensuring that health and safety issues are known and understood by them
11. Be accountable to the Clinical Services Managers for day to day practices
12. Be involved in working groups and attend meetings as required by the Clinical Services Managers
13. Have due regard for the privacy and dignity of patients and their relatives at all times.

Policies and Procedures

14. Understand and comply with the policies and practices of Queenscourt Hospice.
15. Participate in an annual development and review process.
16. Attend statutory and mandatory training in accordance with Queenscourt requirements.

Health and Safety

17. 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 Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

Other

18. Maintain absolute confidentiality in all areas of work.
19. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and Queenscourt.
20. Make a positive contribution to the organisation and champion the values and mission of Queenscourt Hospice through all aspects of your work.
21. Any other duties commensurate with the grade and post.

NOTE:

This document does not attempt to describe all the tasks to be performed, but indicates the degree of authority, responsibility and discretion required. It will be open to periodic review and as a result, alterations and additions may be made.

Person Specification – Housekeeper

Attributes Required (based on job requirements)	Essential	Desirable	How tested
Qualifications	No formal qualifications are essential to the role	- NVQ Level 2 Cleaning / Health and Hygiene - Infection Control training relevant to role	Application Form Certificates
Experience	None required	- Previous experience working in a similar role - Previous experience working in a healthcare setting	Application Form Interview References
Skills and knowledge	- Good communication skills - Good understanding of infection control principles	- Basic understanding of palliative care - Basic understanding of the Hospice movement - Basic IT skills	Application Form Interview References Test
Personal qualities	Highly motivated; calm attitude; can demonstrate initiative and an initiative approach to dealing with sensitive situations; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers.		References Interview

Disclosure and Barring Service (DBS)	This post is subject to a disclosure and barring check.
---	---