

## JOB DESCRIPTION

<b>Job Title:</b>	Housekeeping Assistant
<b>Department:</b>	Facilities
<b>Hospice Band:</b>	I
<b>Reports to:</b>	Housekeeping Supervisor
<b>Responsible for:</b>	None
<b>DBS Required</b>	Enhanced

### Job Purpose

To ensure that all areas of the Hospice are cleaned to a high standard to support infection prevention and control. Supporting other members of the facilities team to provide a clean, safe and hygienic working environment by ensuring processes are followed and documentation required is completed accurately.

To provide cover for housekeeping areas when required, sometimes at short notice.

Our services are provided 365 days per year; this includes evening weekends and bank holidays.

### Main Duties and Responsibilities

#### Cleaning

- To empty recycling and general waste bins into correct areas, encouraging recycling where possible.
- To undertake general cleaning, vacuuming of offices, furniture, fixtures, fittings, toilets and shower rooms in designated areas on designated days.
- To undertake deep cleans including post infectious cleaning of patient rooms to a high standard.
- To undertake daily cleaning of patient rooms in line with NHS standards, ensuring correct colour coding is followed to reduce risk of infection. This will involve entry into patient's rooms while they are resident.
- Undertake the cleaning of both hard and soft flooring using the necessary equipment.
- Complete all cleaning schedules
- Replenish consumables, e.g. toilet rolls, hand soaps, hand towels and related hygiene products.
- To undertake specialist cleans, including deep cleans and bleach / barrier cleans
- To ensure that all shower curtains and hanging essentials are cleaned, are maintained, and are removed and are date checked as part of the CQC standards.

#### Stock

- To maintain stocks of chemicals to appropriate levels within authorised and secured areas.

- To ensure items are used appropriately and labelled, be aware of control measures and restrictions of use including COSHH data sheets and PPE.
- To monitor stock levels and rotate stock as appropriate.
- To ensure daily flushing is completed and recorded.

#### **Laundry**

- To ensure linen stock levels are maintained as directed by Housekeeping Supervisor, to liaise with IPU to ensure enough linen is stocked within ward area.

#### **Flexibility**

- To be able to cover shifts as required at short notice in support of the Cleaning/Housekeeping team organisational needs.

#### **Other**

- To strive for continual improvement, providing a customer focussed proactive approach to encourage, record and process customer feedback. Celebrating successes and identifying opportunities for change.
- To work collaboratively with all other teams to provide the best service to patients and other customers and reflect the values of the Hospice.
- To undertake any duties identified by the Housekeeping Supervisor.

### **General Duties**

#### **Confidentiality**

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

#### **Equality and Diversity**

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way which recognises and respects diversity in line with the appropriate standards.

#### **Health and Safety**

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Hospice Health and Safety Procedures

#### **Infection Control**

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

**Information Governance**

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

**Professional Development**

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

**Safeguarding Children, Young People and Vulnerable Adults**

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are therefore expected to behave in such a way that supports this commitment.

**The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs**

### PERSON SPECIFICATION

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Requirements	Essential	Desirable	How identified
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 1 or 2 in Cleaning and Support Services, or relevant BICSc qualification.</li> </ul>	A & C
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of maintaining records e.g. completing schedules of work.</li> <li>• Previous cleaning experience.</li> <li>• Basic Health and safety knowledge including risk assessments, COSHH and manual handling.</li> </ul>	<ul style="list-style-type: none"> <li>• NHS cleaning standards.</li> <li>• Previous cleaning experience in a similar environment e.g. social care setting.</li> <li>• Basic IT skills including use of Microsoft Office to produce Word and documents.</li> </ul>	A & I
<b>Personal skills and attributes</b>	<ul style="list-style-type: none"> <li>• Capable of working alone and within a team.</li> <li>• Approachable with an ability to handle criticism or complaints in a positive and proactive way.</li> <li>• Empathetic – providing a caring and appropriate service to all patients regardless of their circumstances, background or health symptoms.</li> </ul>		A & I

	<ul style="list-style-type: none"> <li>• Ability to follow written instructions and processes.</li> <li>• Physically fit and able to undertake cleaning duties involving powered equipment, trolleys etc.</li> <li>• Good communicator both written and verbal.</li> <li>• Well-presented and clean.</li> <li>• Comply with confidentiality and work with discretion.</li> <li>• Resilient, able to demonstrate a calm and measured approach and work well under pressure.</li> <li>• Ability to use own initiative.</li> <li>• Flexible.</li> <li>• Enthusiastic.</li> <li>• Good customer service skills.</li> </ul>		
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**A= Application form**

**I=Interview**

**T=Test**

**C=Certificate**