

# THE SHAKESPEARE HOSPICE

## JOB DESCRIPTION

**Post:** Housekeeper

**Responsible to:** Human Resources and Support Services Manager

**Summary of Role:** The post holder will be responsible for maintaining the cleanliness and safety of the Hospice building, recognising in particular the importance for patients of a well-presented and attractive environment.

To work within a multidisciplinary team providing the best care possible to the patients of the Hospice, working closely with the Caretaker

### Key Tasks (or Responsibilities)

1. To keep the interior of the Hospice clean and tidy at all times
2. To implement a cleaning schedule for items that should be cleaned at regular intervals and ensure that this is carried out
3. To order all equipment and cleaning materials that are required and ensure that these items are kept in the appropriate secure place
4. To check that the procedures and contracts for the disposal of clinical and non-clinical waste are working satisfactorily, and to report any concerns to the Human Resources and Support Services Manager or Chief Executive.
5. Working with the Facilities Co-ordinator to check that the heating, hot water, and electrical installation is working correctly. To liaise with contractors concerning routine servicing and emergency repairs.
6. To purchase and launder linen and towels for the hospice.
7. To liaise closely with the Chef over the provision of the catering service both to patients and staff. To manage/participate in the service of food in consultation with the Chef, which may include ad-hoc events.
8. To contribute as required to the management and delivery of functions run at the Hospice, in liaison with the relevant head(s) of department.
9. To develop caring relationships with patients/carers as part of the multidisciplinary care offered by the Hospice, and with the knowledge of the clinical team.
10. To be aware and comply with Hospice Policies including health and safety.
11. To assist with the in-service education of all new members of the team which will include volunteers.
12. To keep the Human Resources and Support Services Manager informed of any abnormal occurrences and repair/maintenance work that needs to be carried out.

13. To co-ordinate catering requirements for meetings, training and other ad-hoc activities required by the Hospice.
14. To Prepare areas for adverse weather, including gritting the pavement and car park areas.
15. To participate in the annual appraisal programme.
16. To undertake mandatory training.
17. Adhere to all hospice policies and procedures.
18. To undertake any other duties commensurate with the post and as requested by your line manager/senior management.

***The Hospice operates a No Smoking Policy***

*This job description is subject to periodic review with the post-holder and may be revised as service requirements change*

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## Person Specification

**Post:** Housekeeper

**Department:** Facilities

<b>Job Requirements</b>		<b>Weighting</b>
<b>Qualifications/Training</b>	A working knowledge of cleaning, laundry & facilities requirements	Essential
<b>Experience</b>	Previous experience of creating cleaning schedules	Essential
	Working in a supervisory role/ managing staff rotas	Essential
	Undertaking basic buildings maintenance checks	Desirable
	Understanding of Health and Safety legislation, COSHH	Desirable
	Ordering goods and liaising with suppliers	Desirable
<b>Skills / Knowledge</b>	Ability to plan, co-ordinate & communicate	Essential
	Ability to operate cleaning & catering equipment and undertake basic maintenance/minor repairs	Essential
	Numeracy & literacy skills	Essential
	Ability to cope with the physical demands of the role e.g. lifting/carrying	Essential
<b>Personal Qualities</b>	Able to be proactive and take initiative	Essential
	Ability to prioritise own workload and work with minimum supervision	Essential
	Methodical	Essential
	Attention to detail	Essential
	Willingness to occasionally work flexibly, occasionally outside office hours and weekends with prior agreement	Desirable
<b>Other Job Requirements</b>	DBS Clearance	Essential