

Greenwich & Bexley Community Hospice

Job Description

Job Title

'Bank' Domestic Housekeeper

Establishment: Greenwich & Bexley Community Hospice
185 Bostall Hill
Abbeywood
London
SE2 0GB

Responsible to: Domestic Housekeeper - Supervisor

Accountable to: Lead for Inpatient Services

Job Purpose

To provide a safe and high standard of cleanliness in a patient/non patient area
To comply with all Hospice policies and procedures

Organisation Chart

Lead for Inpatient Services

Domestic Housekeeper - Supervisor

Housekeepers – 5

Weekend Housekeeper - 2

Job Dimensions

- To respond to the needs of the area being cleaned ensuring standards of hygiene are met.
- The Post holder is required to undertake any laundry duties required. This entails using equipment such as Washing machine/dryer/iron.
- During the course of the post holders duties he/she will have contact with members of staff, patients families and volunteers.
- The majority of the time will be spent working in the clinical area, the remainder of the time is spent emptying office bins and in the laundry.

Principal Accountabilities and Responsibilities

- To carry out aid out routine duties include emptying of bins, sweeping, vacuuming, polishing, mopping of all floors, cleaning toilets and the cleaning of all surfaces. Ensure equipment is left clean and safely stored after use.
- To carry out spot cleaning and ensure spillages are dealt with swiftly and efficiently as directed by the departmental manager.
- To use the cleaning equipment and materials in accordance with the relevant Health & Safety regulations including COSHH (control of substances hazardous to health).
- To liaise with the Domestic Housekeeping Supervisor in the reporting of any maintenance requirements and the ordering of cleaning materials.
- To communicate sensitively with service users, carers and families.

- To liaise and communicate with other members of the ward, departments, housekeeping colleagues and other members of the Hospice team.
- The post holder will ensure that all accidents/incidents are reported immediately to the nurse in charge who will ensure an accident/incident form is completed as per Hospice policy. The Nurse in charge will ensure a copy of the report is sent to the Domestic Housekeeping Supervisor.

Key Result Areas

- Ensure Cleanliness in all Areas of Hospice
- Comply with infection control and Health & Safety Issues
- Observe confidentiality and patient dignity at all times

Nature and Scope

- The post holder is required to wear clothes appropriate for the job and protective clothing supplied by the hospice with the exception of footwear instructed by the Domestic Housekeeping Supervisor.
- The post holder is expected to undertake any relevant training identified by the Domestic Housekeeping Supervisor.
- The post holder is expected to promote the Hospice at all times.
- The post holder may be exposed to conversations regarding sensitive matters
- The Post holder will have a daily responsibility to achieve a clean, safe environment for all users of hospice premises working closely with the hospice team.
- The Post holder will ensure knowledge of health & safety and infection control reporting any concerns or lack of knowledge to the Domestic Housekeeping Supervisor or Lead for Inpatient Services.
- The Post holder will ensure that barrier nursing procedures are followed when cleaning designated areas.
- The Post holder will adhere to all Greenwich & Bexley Community Hospice Policies & Procedures.
- The Post Holder will ensure that there is adequate laundry available, if necessary prioritising laundry as and when required.
- The Post holder will work in a patient/client environment and have contact with them and relatives on a daily basis ensuring appropriate sensitive communication.
- The Post holder will follow routine cleaning with the ability to priorities in the event of the unexpected i.e spillage. Any routine changes will be decided and communicated by the Domestic Housekeeping Supervisor/Lead for Inpatient Services.
- Any faulty/broken equipment will be reported to the Domestic Housekeeping Supervisor/Lead for Inpatient Services
- The Post holder will report to the nursing team and bodily fluids that need to be cleaned up.

Greatest Challenges

- To priorities work to complete task within allocated time
- To work sensitively alongside the nurse in ensuring a clean patient room.

Job Description – General Statements

To be familiar with and adhere to all Hospice (and relevant Care Homes, Trust and Community) policies and procedures.

The post holder must be aware of and adhere to individual responsibilities under the Health and Safety at Work Act and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

The post holder may be required to work in and from any Hospice or associated Company premises.

This job description is intended as an outline of the general areas of activity and will be amended from time to time in the light of the changing needs of the organisation. It will then be reviewed in association with the jobholder(s)

Confidentiality/Data Protection

The postholder is expected to maintain the complete confidentiality of all material and information to which he/she has access and process and in particular the confidentiality of all personal data stored, in line with the requirements of the Data Protection Act and professional bodies. Any requests for clinical information disclosure must be approved by Caldicott Guardian. The postholder must, if required to do so, process records or information in a fair and lawful way. He/she must hold and use data only for the specified, registered purpose for which it was obtained and disclose data only to authorised persons.

Corporate Governance

The postholder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

Equal Opportunities/Diversity

The postholder must comply with and promote Equal Opportunities and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, disability, political opinion or trade union membership.

Health and Safety

Under the Health & Safety at Work Act (1974), it is the responsibility of the postholder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work. This includes co-operating with the organisation and

Person Specification – Domestic Housekeeper

	Essential	Desirable	How tested
Education/Qualification			
Previous Experience	Previous cleaning experience	Cleaning experience in a health care environment	Interview/Application
Skills, Knowledge, Abilities	<p>Awareness of health and safety procedures and how they affect people in the workplace</p> <p>Able to move and handle cleaning equipment</p> <p>Ability to manage time effectively and be self motivated</p> <p>Good verbal communication skills</p> <p>Be aware of infection control requirements</p> <p>Ability to prioritise duties in unexpected situations</p>	Awareness of Infection Control	<p>Interview/Application form</p> <p>Occupational Health Clearance required</p> <p>Interview</p> <p>Interview</p> <p>Interview/Application</p> <p>Interview</p>
Aptitudes, Personal Characteristics	Willing to work flexibly		Interview/Application form