

JOB DESCRIPTION

Job Title:	Housekeeper/Cleaner
Team/Directorate:	Care, Soft Services
Salary range:	£21,450 pro rata for part-time
Reports to:	Soft Services Manager (Head Chef)
Hours:	37.5 hours per week, including weekend cover and multi-site cover Two part-time roles considered 20hrs or 17.5hrs per week
Location:	Christopher's

Part 1: Job Profile

a) Main purpose of job

Responsible for the day-to-day cleanliness of the hospice working under the guidance of the Soft Services Manager.

Work as a member of the housekeeping team liaising closely with staff and volunteers ensuring the ambience, hygiene, tidiness and presentation of the whole hospice is of a high quality and complies with all current legislation.

b) Work relationships

- Soft Services Manager
- Head of Hospice Services
- Housekeeping Teams at Christopher's and Shooting Star House
- Hospice based staff
- Care Teams
- Families
- Volunteers

c) Decision making authority

In the course of your work you are to bring to the attention of your manager:

- Any situation which reasonably could be considered to represent a serious or immediate danger, to the health and safety of any person.
- Any matter which reasonably could be considered to represent a shortcoming in the health and safety protection arrangements.

d) Scope of job

1. Cleanliness of hospice
2. Consumables supplies
3. Laundry service
4. Volunteer support

Part 2: Main duties and key responsibilities

a) Operational Duties

- 1. Cleanliness of hospice 70%**
 - Responsible for the cleanliness within the hospice to include family accommodation, children's rooms, communal areas, bathrooms and offices.
 - Responsible for the deep clean of the Clinical Rooms.
 - Comply with all relevant Shooting Star Children's Hospices policies
- 2. Consumable supplies 5%**
 - Managing the procurement and stock control of consumables and cleaning products with the other team members
- 3. Laundry services 20%**
 - To participate in the day to day running of the laundry facilities and linen room area
- 4. Volunteer support 5%**
 - To take over the volunteer responsibilities in their absence.
 - To supervise volunteer housekeepers. Provide advice and guidance for them to carry out their duties

b) Other duties

- To undertake to comply with all relevant Shooting Star Children's Hospices policies
- The post holder will be required to apply for a Disclosure and Barring Service check
- The post holder must live within a commutable distance of the hospice
- To provide holiday cover for colleagues in the housekeeping team across both sites (Guildford and Hampton)

c) Mandatory Criteria

1. Other duties

The post holder will be working in a developing environment, and they will therefore be expected to undertake other appropriate duties as required for the effective operation of Shooting Star Children's Hospices

2. Professional Codes of Conduct

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate

3. Health and Safety

The post holder will be responsible for health and safety in the area under their control and ensure that they are familiar with Shooting Star Children's Hospices's policy on health and safety at work.

4. Mandatory Training

The post holder will attend all mandatory training relevant to their role

5. Our values and behaviours

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children and young people with life –limiting conditions, and their families. We require that all of our staff

share our common values and display behaviors that will enable us to achieve our goals.

Professionalism – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

Respect – *We will treat each other with the utmost respect.*

Integrity – *We will be open, honest and transparent in all that we do.*

Diversity – *We will respect individuality and ensure inclusion and fairness to all.*

Excellence – *We will strive for excellence in all that we do.*



Part 3: Person specification: Qualifications, experience and skill levels

a) Qualifications

- No formal qualifications are required for this post.
- Have a good understands of English and Maths (written and spoken English)

b) Experience

- Previous experience of housekeeping and a basic understanding of practical housekeeping work (Essential)
- Experience of working with volunteers (Desirable)
- Previous experience of working in a healthcare/hospice/palliative care environment (Desirable)

c) Knowledge and Skills

- A good understanding of hygiene levels required within a care facility (Desirable)
- Ability to communicate effectively (Essential)
- Have a good working knowledge of COSHH and associated legal requirements (Desirable)
- Basic IT skills- word and excel (Essential)

d) General attributes

- The ability to work independently and within a team
- An enthusiastic approach to work
- A professional and courteous manner toward families using the hospice is essential for this role

What we offer

Pension scheme

- NHS Pension Scheme (eligible employees)
- Stakeholder pension scheme
- Employee contribution 3.5%
- Shooting Star Children's Hospices contribution 4.5%
- Additional contributions – we will pay 1% above the contribution up to a limit of 7%

Annual leave

- 35 days including Bank Holidays rising with the length of service
- 2 weeks paid sabbatical leave after 5, 10 and 15 years service

Contractual benefits

- Generous sick pay scheme
- Enhanced maternity, adoption, and paternity leave pay
- Flexible working arrangements
- Death in service benefits
- Reimbursed professional membership fees
- Eye care
- Employee referral scheme
- Blue Light discount card

Health and wellbeing

- Employee Assistance Programme
- Occupational Health
- Mindfulness sessions
- Cycle to work scheme
- Mental Health First Aiders
- Nutritionally balanced meals at Christopher's (free employees)

Equality, diversity and inclusion

Shooting Star Children's Hospice is committed to inclusion and diversity in everything we do. We know that getting things right is critical for us to live our organisation's values: Professionalism, Respect, Integrity, Diversity and Excellence.

We are always trying to improve our way of working to be more inclusive and equal. Our vision is for Shooting Star Children's Hospice to be a place where people of all backgrounds, groups and communities feel welcomed to work and volunteer.