

## **JOB DESCRIPTION**

**Job Title:** Housekeeper

**Department:** Estates

**Responsible to:** Head of Facilities and Administration

**Location:** Willow Burn Hospice, Lanchester, County Durham

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### **Job Purpose**

The Domestic will be part of the Care Services Department and will be accountable and responsible for ensuring that the cleanliness of the Hospice is maintained to the highest possible standards in line with Hospice policies and procedures and Health and Safety legislation.

### **Dimensions**

The Domestic will be part of the Care Services department and will be accountable and responsible for all cleaning areas within for Willow Burn Hospice, specifically for this role all areas of the in-patient wing, café and toilets. This includes completing all cleaning schedules, audits, supporting documentation for compliance and presenting up to date records for inspection at any time.

The post holder will provide information and advice on any issues found whilst carrying out the role relevant to work area. Responsible for the safe use of equipment and supplies in relation to area of work.

### **Why work with us**

Willow Burn Hospice is an inspiring, friendly and rewarding place to work and from your first day with us you will be truly making a difference in Derwentside. Other benefits of working at Willow Burn Hospice include:

- Competitive holiday entitlement
- Free car parking
- 20% off in The Willows Café
- 10% staff discount in the Willow Burn Hospice Charity Shops
- 24/7 access to an employee assistance programme
- Training opportunities

### **Knowledge, Skills, Qualifications and Expertise**

- Ability to adapt to change and undertake self-development and training.
- Excellent Customer Service skills.
- Good Communication Skills
- Able to prioritise work and complete workload to set times frames and deadlines.
- Proven experience of business/commercial cleaning
- Some experience of clinical cleaning
- There will also be a requirement to cover weekend cleaning duties in the Hospice & during public holidays.

## **Corporate Responsibilities**

- Support the development of the corporate identity of the Willow Burn Hospice through a contribution to developing the organisation's Vision & Values Strategic direction, values and culture.
- Represent and be an ambassador of the Willow Burn Hospice Group both internally and externally.
- Support Willow Burn Hospice to meet its annual financial and nonfinancial targets.
- Promote and develop the culture of a learning organisation that is committed to high quality delivery of care and continuous improvement.

## **Communications and Working Relationships**

- Make a positive contribution to excellent communications across the whole organisation, ensuring effective communication both internally and externally.
- (The main contacts include:)  
External: Visitors including patient families  
Internal: All hospice staff, patients and volunteers.

## **Scope for Impact**

- To improve efficiency and enhance the service given via ensuring a clean environment for all.
- To be inspection ready in providing documented evidence to demonstrate completion of the highest standards of cleaning to support infection control in the clinical environment according to schedules & procedures.

## **Responsibilities**

- **Health & Safety**  
Model and lead the attitudes and practice which puts Health and Safety and Wellbeing as a high priority. Actively follow the Health & Safety Policy, COSHH, Housekeeping Procedures and ensure safe systems of work for self and others. This includes following instructions and actively participating in training and development to ensure compliance and best practice.  
  
Maintain a pro-active awareness of the Health and Safety implications of the demands of the job for self, others and service users.
- **Infection Control**  
It is the responsibility of all individuals to comply with infection control policies & respond to any enhanced cleaning in outbreak measures, and to attend any appropriate training requirements in line with the Hospice's responsibility to comply with Governmental Directives.
- **Information Governance**  
Willow Burn Hospice staff have a legal duty of confidence to patients. Breaching patient confidence can be a serious disciplinary offence.  
  
As an employee of the hospice, the confidentiality of any information regarding patients, staff (in connection with their employment), volunteers and the hospice is required to be preserved. Any breach of these requirements will be treated as a serious disciplinary offence which could lead to dismissal and civil action for damages.

- Safeguarding  
Maintain a proactive awareness of safeguarding adults and children protection implications of self, others, volunteers and service users. Where an incident has been identified ensure appropriate individuals are informed and necessary paperwork completed.

## PERSON SPECIFICATION

### HOUSEKEEPER

All factors must be measurable and justified by the job

	ESSENTIAL	DESIRABLE
GENERAL INTELLIGENCE		
Ability to understand and act on instructions	x	
Understanding of Health and Safety issues	x	
KNOWLEDGE AND SKILLS		
Good written and verbal communication skills. Good interpersonal skills	x	
Previous knowledge of the cleaning industry. Some knowledge of COSHH	x	x
Demonstrate an understanding of the importance of infection Control	x	
EXPERIENCE		
Experience of working within a team		x
Previous experience of working within a care environment/clinical cleaning.		x
Health & Safety procedures/ compliance	x	
QUALIFICATIONS		
The post holder will be expected to already have or to complete: Mandatory training COSHH training	X	

SPECIAL APTITUDES		
Team player	X	
Flexible	X	
Manual dexterity	X	
Ability to work both supervised or under own initiative	x	

The above list is indicative of the role to be carried out this may change from time to time in consultation with the post holder and in line with service need