

Job Description

Job Title: Bank Housekeeper

Reporting to: House Housekeeper

Job purpose: Our Vision is to make every day the best day possible for patients, and those closest to them, living with life-limiting illnesses in South Devon. As a member of our Housekeeping Team, you will help to deliver this by being an integral part of our care team, providing high levels of cleaning to all areas of the hospice to provide a pleasant, safe, clean, and welcoming environment for patients, visitors and staff. While you will have your own areas of responsibility, you will be flexible to support the wider Housekeeping Team, ensuring patients, and families receive the best experience they can when visiting Rowcroft.

Our Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

Key Roles and Responsibilities

Housekeeping

- Maintain high standards of cleanliness within your assigned area at all times.
- Complete a range of routine cleaning jobs using the systems of work provided.
- Organise your own daily cleaning tasks in line with cleaning schedules.
- Launder hospice-own bedding and patients' clothes as required.
- Support regular, annual and ad-hoc deep cleans and as required.

Customer Service

- Be a welcoming and friendly presence within all areas that you work within.
- Support all colleagues to provide a seamless service which may include interacting with patients, families, visitors while carrying out your housekeeping role, informing clinical teams of activities and observations where clinical support is required, providing a safe and efficient working space for colleagues, and identifying additional housekeeping tasks required as a result of operational or patient activity.

Infection control

- Adhere to any infection prevention requirements and provide information, guidance and support to colleagues to enable them to do the same.
- Follow appropriate PPE guidance and requirements.
- Take part in COVID or other infection testing programmes as required and in line with guidance.
- Carry out required legionella prevention measures as scheduled.

General

- Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development needs and ensure your mandatory and essential training is up to date.



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- Undertake continuous professional development and supervision where appropriate. Help to create an environment that is continually critically questioning practice and promoting learning.
- Play an active part in team meetings.
- Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures.

Housekeeping Responsibilities within each area include:

Ward	Main House	Mildmay/Outpatients	Rainbow
<ul style="list-style-type: none"> • Bed spaces, • Wards, side rooms, corridors, toilets, shower rooms, baths, sluice, reception • Relatives visiting and staying over • Ward swaps 	<ul style="list-style-type: none"> • Offices, corridors, shower rooms, changing rooms, toilets • The Sanctuary • Porterage • Stores - ordering and unpacking • Dining room • Kitchen on first floor • staircases 	<ul style="list-style-type: none"> • Clinics, offices, corridors, toilets • Set up for training events • Launder Towels & Blankets • Tea, coffee, milk 	<ul style="list-style-type: none"> • Offices, corridors, meeting and training rooms, shower rooms, toilets, changing rooms • Set up for meetings/ events -including arranging tables and chairs • Refreshments- assist with food ordering, top up urns, dishes as required • Staff Showers • Launder Towels • Windows

This list can never be exhaustive but covers most of the work you'll be doing. What it can't replace is talent, initiative and a commitment to great customer service.

Infection Prevention

All Rowcroft Hospice employees in both clinical and non-clinical roles are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to the following responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- To take part in mandatory infection control training provided;
- To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including to contact Occupational Health for guidance.

Place of Work

This role has been identified as an on-site worker (works at a Rowcroft site for the majority of their working time).

This will be fully discussed and agreed with the postholder to meet individual and business needs.



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**PERSON SPECIFICATION
Bank Housekeeper**

Attributes	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> • Literacy and numeracy skills to be able to follow instructions and maintain records. • Willingness to undertake further training. 	<ul style="list-style-type: none"> • NVQ Level I in Domestic Services.
Knowledge and Skills	<ul style="list-style-type: none"> • Welcoming and warm customer focused approach, able to work as part of a team and prioritise the best care and support to our patients, families and visitors. • Able to work on own initiative to identify needs to meet responsibilities for area. 	<ul style="list-style-type: none"> • Knowledge of COSHH and Infection Control principles.
Experience		<ul style="list-style-type: none"> • Previous housekeeping experience • Previous experience in a healthcare environment.
Personal Requirements	<ul style="list-style-type: none"> • A positive attitude and commitment to high standards of housekeeping whilst respecting the patient and carers' wishes. • Ability to use own initiative and prioritise workload. • Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience. • A desire to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times. 	<ul style="list-style-type: none"> • A good understanding of the purpose, values and strategy of Rowcroft Hospice.



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