**Job Description**

**Job Title**: **Housekeeper**

**Band**:

**Reporting to**: Head Housekeeper

**Job purpose**: Our Vision is to make every day the best day possible for our patients and

their families in South Devon. As a member of our Housekeeping Team you will deliver

this by providing high levels of cleaning to all areas of the hospice in order to provide a pleasant, safe, clean and welcoming environment for patients, visitors and staff at all times.

**Our Values:**

Honesty & Integrity Generosity of Spirit Respect Team Player

**Key roles and responsibilities:**

1. Maintain high standards of cleanliness to assigned area at all times.
2. Understand and complete a range of routine cleaning jobs, using the systems of work provided.
3. Organise own daily cleaning tasks in line with cleaning schedules.
4. Launder hospice-own bedding and patients' clothes as required.
5. Ensure all work is carried out in line with infection control policies and principles.
6. Promote a culture of learning and development and wellbeing, help to create an environment that is continually critically questioning practice and promoting learning.
7. Identify your own learning and development needs undertake continuous professional development and actively engage in clinical supervision, maintaining an objective and innovative practice.

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 employees both clinical and non-clinical 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 contacting Occupational Health for guidance.

**PERSON SPECIFICATION**

Housekeeper

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| **Attribute** | **Essential Requirements**  | **Desirable Requirements** |
| **Qualifications and Training**  | * No formal qualifications.
* Able to demonstrate literacy and numeracy skills.
* Willingness to undertake further training.
 | * NVQ Level II in Domestic Services.
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| **Knowledge and Skills** |  | * Knowledge of COSHH and Infection Control principles.
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| **Experience** |  | * Previous housekeeping experience in a healthcare environment.
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| **Personal Requirements**  | * 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.
* Good communication skills.
* Ability to work in a team.
* 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.
 | * A good understanding of the purpose, values and strategy of Rowcroft Hospice.
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| **Other requirements, e.g. Rotas** | * Postholder would be expected to work some bank holidays/and or weekends.
* To be flexible in role and hours.
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