Butterwick HOSPICE

Job Description

Job Title		Grade/Salary
Housekeeper		£12.71 per hour Enhancement rates are paid at: • 30% for all hours worked on Saturdays (00:00 to 23:59) • 60% for all hours worked on Sundays and Bank Holidays (00:00 to 23:59)
Accountable to		**Responsible for**
Housekeeping Supervisor		

Job Purpose and Role
To provide total cleaning and laundry service to Butterwick Hospice in conjunction with the Housekeeping Team. This role is essential to the delivery of high-quality care for patients with life-limiting illnesses. Hours: 10 hours per week from 5pm to 7pm Monday to Friday, with the potential of some weekend shifts.

Main Duties and key result areas	

General duties	To clean Butterwick Hospice to a set high standard as instructed by senior staff. Use specified cleaning products to COSHH regulation re9uirements and Health Commission Standards.
	• Areas to be cleaned include:
	  ○ Patient bedrooms and bathrooms
	  ○ Living areas
	  ○ Patient and staff kitchen areas
	  ○ All corridors
	  ○ Any office areas
	• Cleaning in line with cleaning schedules including damp dusting, high and low dusting, vacuuming, mopping floors, cleaning toilets and bathroom areas etc. Carries out deep-cleaning procedures as required.
	• To assist in the laundry as necessary - loading/unloading the washing machines and tumble dryers, ironing of sheets, garments, uniforms and towels.
	• To ensure enough bedding, linen etc are always available for the nursing team.
	• To be part of the audit process.
	• To undertake necessary training in cleaning methods, appropriate to a health care environment.
	• To provide cover for other housekeeping staff during holiday periods

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Delivering to our Values	
Community We bring people together to create a caring and supportive community where no one faces illness, loss, or grief alone. Through connection, understanding, and shared purpose, we help people feel valued, included, and supported.	*Care* We provide exceptional care with warmth, professionalism, and respect, placing the needs of each individual and their loved ones at the heart of everything we do. We strive to bring comfort, reassurance, and dignity to every moment.
Compassion We lead with kindness and empathy, listening without judgement and responding with understanding. We recognise the courage of those we support and are committed to walking alongside them with compassion every step of the way.	*Dignity* We honour the uniqueness of every person, respecting their wishes, choices, and beliefs. We are dedicated to ensuring that everyone is treated with dignity, respect, and compassion throughout their journey.
Compassionate We offer strength, guidance, and encouragement to patients, families, carers, and those who are grieving. By providing support when it is needed most, we help people find comfort, confidence, and hope in difficult times.	

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.
- Fulfil obligations in relation to safeguarding, namely: recognising possible abuse, including knowing what abuse is, what to look out for, and how to be vigilant at all times. Respond quickly and appropriately to possible concerns. Sometimes a concern is obvious, sometimes it is not. Report my concerns to the appropriate person to ensure that me and my organisation does everything possible to keep our patients and people safe and supported and record my observations and concerns, including the actions I and others have (or haven't) taken.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Butterwick Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed ..... Date .....

Print name .....

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Person Specification

Attribute	Detail	Essential or Desirable
Reliable and Skills & Abilities	Good communication skills, both written and verbal	E
	Proactive approach with the ability to work independently	E
	Friendly, caring and compassionate approach	E
	Flexible approach to work	E
	Able to maintain high standards of cleanliness and hygiene	E
	Respectful of patient confidentiality and privacy	E
	Previous housekeeping or cleaning experience	D
	Customer care experience	D
Knowledge & Experience	Understanding of COSHH regulations and safe working practices	E
Education & Qualifications	Housekeeping NVQ Level 2 or equivalent (or working towards)	D
	H&S Certificate Infection Control certificate	D
Personal Attributes/ Key skills	Works well as part of a team	E
	Contributes positively to team working and supports colleagues	E
	Respectful of patient confidentiality and privacy	E
	Thorough and methodical approach to work	E
	Reliable and dependable	
Other	Smart appearance, friendly and approachable	E
	Committed to personal development	E

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