Butterwick HOSPICE

Job Description

Job Title		Grade/Salary
Housekeeping Supervisor		£25,500 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**
Director of Resources		Housekeeping Team

Job Purpose and Role

To supervise and support the housekeeping team in delivering a high standard of cleanliness, hygiene and presentation throughout the hospice. The postholder will ensure that patient wards, offices, clinical areas, public spaces and associated facilities are maintained in a safe, clean and welcoming environment for patients, families, visitors, volunteers and staff.

The Housekeeping Supervisor will lead by example, ensuring housekeeping services comply with infection prevention and control standards, health and safety requirements, and hospice policies and procedures.

Hours: 37.5 hours per week. Flexibility is required, as hours will be worked across weekdays and some weekends (probably one in 3 or 4 weekends)

Main Duties and key result areas

Team supervision	• Supervise, support and coordinate the day-to-day activities of the housekeeping team. • Allocate work duties, ensure cleaning schedules are completed effectively and ensure continuous cover as directed by the Director of Resources • Monitor staff performance and provide guidance, coaching and training where required. ○ Lead regular team meetings ensuring effective communication between clinical and support services. • Conduct induction training for new housekeeping staff. • Assist with recruitment, probation reviews, appraisals, absence management and other people management processes. • Promote a positive, supportive and professional team culture. • Manage the provision of laundry for the Hospice (bedding, linen, etc). • Maintain adequate cleaning and laundry supplies via stock control ensuring awareness of budgetary constraints. • Undertake necessary training and development in cleaning methods appropriate to the health care environment.

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Cleaning standards	• Ensure high standards of cleanliness are maintained across:
	  ○ Inpatient wards and patient bedrooms
	  ○ Clinical treatment areas
	  ○ Offices and meeting rooms
	  ○ Reception and public areas
	  ○ Family and visitor facilities
	  ○ Corridors, stairwells and communal spaces
	  ○ Staff welfare areas
	  ○ Toilets, bathrooms and changing facilities
	• Carry out routine quality inspections and audits of all housekeeping areas.
	• Address deficiencies promptly and implement corrective actions as required.
	• Support housekeeping duties during periods of staff shortage or increased demand.

Infection prevention and control	• Lead the housekeeping team in setting high standards of cleaning, whilst adhering to Infection Control and Health & Safety policies and procedures. ○ Ensure that housekeeping staff are aware of their responsibilities as above. • Assist in the Infection Control and Clinical audit process in respect of housekeeping services. • Ensure all cleaning procedures comply with hospice infection prevention and control requirements. • Ensure appropriate use of cleaning products, equipment and personal protective equipment (PPE). • Report any concerns relating to cleanliness, hygiene or infection risks immediately. • Support outbreak management procedures where required.
Health and safety	• Ensure housekeeping activities are carried out safely and in accordance with Health and Safety legislation. • Undertake and monitor risk assessments associated with housekeeping activities. • Report accidents, incidents, hazards and equipment faults promptly. • Ensure safe storage and handling of cleaning chemicals in line with COSHH requirements.
Stock and equipment management	• Monitor housekeeping stock levels and arrange replenishment of cleaning products and consumables. • Ensure equipment is maintained in a safe and serviceable condition. • Report equipment defects and arrange repairs or replacements as necessary. • Contribute to the efficient use of resources and control of departmental expenditure.
Customer service	• Promote a welcoming, caring and compassionate environment consistent with hospice values. • Respond professionally and sensitively to enquiries from patients, families, visitors and colleagues. • Work collaboratively with clinical and non-clinical teams to ensure service excellence.
General duties	• Maintain confidentiality at all times. • Comply with all hospice policies, procedures and mandatory training requirements. • Participate in team meetings and service improvement initiatives. • Undertake any other reasonable duties commensurate with the grade and responsibilities of the post.

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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
Skills & Abilities	Strong communication skills, both written and verbal	E
	Strong IT skills, including the effective use of Microsoft Office	E
	Committed to delivering excellent customer care	E
	Ability to manage a varied workload	E
	Committed to maintaining high standards of housekeeping	E
	Customer service training	D
Knowledge & Experience	Sound knowledge of COSHH regulations and safe working practices	E
	Experience of maintaining cleaning standards and conducting audits	E
	Knowledge of audit procedures	E
	Understanding of infection prevention and control principles	E
	Awareness of safe working procedures in healthcare or care settings	E
	Previous experience supervising or leading a team	E
	Working within a healthcare environment	E
	Minimum two years' housekeeping and laundry experience	E
	Experience of stock control and ordering supplies	E
	Strong interpersonal skills and relationship management	E
	A clear understanding of Care Quality Commission Standards	D
	Experience of compliance audits	D
Education & Qualifications	Housekeeping NVQ Level 2 or equivalent (or working towards)	E
	H&S Certificate Infection Control certificate	D
Personal Attributes/ Key skills	Proactive approach with the ability to work independently	E
	Ability to build positive working relationships with a wide range of people	E
	Contributes positively to team working and supports colleagues	E
	Able to plan, prioritise and allocate work effectively across a team	E
	Thorough and methodical approach to work	E
Other	Smart appearance, friendly and approachable	E
	Committed to personal development	E

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