



# Job Description & Person Specification

**Douglas Macmillan Hospice**  
Barlaston Road, Stoke-on-Trent, ST3 3NZ

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<b>Job Title:</b>	Housekeeper
<b>Responsible to:</b>	Facilities Manager
<b>Accountable to:</b>	Director of HR & Shared Services
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## Department Function:

To provide a safe, clean environment for patients, staff and visitors to the Hospice.

## Job Summary:

Responsible for the maintenance of set hygiene standards throughout the Dougie Mac Adult Hospice and Donna Louise Children's & Young Adults Services.

## Duties & Responsibilities:

1. To clean areas and equipment in accordance with cleaning schedules following set standards as affirmed by Facilities Manager.
2. To report any breakdown of equipment or machinery to the Facilities Manager.
3. To be responsible for the laundering service, when required.
4. To identify personal training needs and participate in In-Service education.
5. To be multi-skilled and work in any other Ancillary department sections as required by the facilities manager.
6. To maintain good relationships with all members of staff.
7. To comply with the Health and Safety at Work Act.
8. To ensure patient confidentiality is maintained at all times and information obtained during the course of employment is not released to anyone other than those acting in an official capacity.
9. To record information as required by the Infection Control Policy.

## Secondary Duties & Responsibilities:

The post holder will accept responsibility for doing a quality job, aspire to achieve, share corporate pride in achievement and ensure a high quality service.

## Dougie Mac Values:

Our mission is to deliver excellent CARE to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

**Standard Requirements of all Dougie Mac Staff:**

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

**Safety Health Environment (SHE):**

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

**Quality:**

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
  - Familiarise themselves with the policies and procedures relevant to their role.
  - Ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training;
  - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
  - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
  - Raise concerns when they see any unsafe practice within your place of work.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.

**Person Specification:**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training*</b> <i>Professional and post basic qualifications. Specialised training required for this post.</i>	<ul style="list-style-type: none"> <li>- Good standard written and spoken English</li> <li>- Good standard of numeracy skills</li> </ul>	<ul style="list-style-type: none"> <li>- NVQ Level 1 in Cleaning and Support Services</li> <li>- COSHH awareness training</li> <li>- CIEH Level 2 Food Hygiene Certificate</li> </ul>
<b>Experience</b> <i>Type and level of job related experience required (expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> <li>- Experience of Housekeeping in a large organisation</li> </ul>	<ul style="list-style-type: none"> <li>- Housekeeping experience in a clinical environment</li> </ul>
<b>Skills &amp; Knowledge</b> <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> <li>- Good communication skills</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of Infection Control Issues</li> <li>- Knowledge of Health &amp; Safety Issues</li> <li>- IT skills including Microsoft Office Suite</li> </ul>
<b>Aptitudes &amp; Attributes</b> <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i>	<ul style="list-style-type: none"> <li>- Ability to communicate well</li> <li>- Self-motivated and have initiative.</li> <li>- Establish &amp; maintain good relationships with all disciplines</li> <li>- The ability to work as part of a team</li> <li>- Resourceful and creative</li> <li>- Ability to cope under pressure</li> <li>- A high level of accuracy and attention to detail are absolutely essential to the role.</li> <li>- Ability to prioritise tasks, appropriately delegate and manage time effectively.</li> <li>- Ability to develop departmental action plans with clear objectives and measures.</li> </ul>	
<b>Other Job Requirements</b> <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	<ul style="list-style-type: none"> <li>- Dress in a manner that conforms to accepted formal codes of business dress</li> <li>- Flexible working to meet shift requirements</li> <li>- Ability to carry out deep cleaning and general cleaning duties.</li> <li>- Able to meet the requirement of the job role</li> </ul>	

**\*National Qualification Framework**

	<b>National Qualifications Framework</b>
8	Specialist awards
7	Level 7 Diploma (Professional Qualifications)
6	Level 6 Diploma (Professional Qualifications)
5	Level 5 BTEC HND
4	Level 4 Certificate
3	Level 3 Certificate (OND), Level 3 NVQ, A levels
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G
Entry	Entry Level Certificate in Adult Literacy

**Framework for Higher Education levels (FHEQ)**

Doctoral (D)	- Doctorates
Masters (M)	- Master's degree, post graduate certificates and diplomas
Honours (H)	- Bachelors Degrees, Graduate Certificates and Diplomas
Intermediate (I)	- Diplomas of higher education, foundation degree, higher national diplomas
Certificates (C)	- Certificates of higher education.

**Are you interested?**

To find out more or to apply please visit our website: [www.dmhospice.org.uk](http://www.dmhospice.org.uk) or contact HR via **Telephone:** 01782 344300 or **Email:** [applynow@dmhospice.org.uk](mailto:applynow@dmhospice.org.uk) for an application pack.

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