



JOB DESCRIPTION

Role Title: Housekeeping Team Member	Rank: 7
Reports to: Housekeeping Manager	Notice Period: 1 Month
Direct Reports: None	
DBS Check: Enhanced & Barred	
Team and Directorate: Housekeeping, Support Services	
Location: Helen & Douglas House	Date: March 2022
Summary of the Role's Main Purpose: You will work as an integrated member of our Housekeeping Team undertaking general cleaning and laundry duties to maintain a high standard of cleanliness throughout the entire organisation reflecting the home from home ethos of Helen & Douglas House. This will include good hygiene, infection control and health and safety.	

MAIN DUTIES AND RESPONSIBILITIES:

Follow the cleaning rotas in both houses which will include:

- Cleaning of offices in various buildings of Helen & Douglas House.
- General dusting/vacuuming of communal and public areas in both Helen House and Douglas House.
- Sweeping and mopping of all floors in public areas, emptying bins.
- Cleaning and making up of family accommodation in Helen House and Douglas House (this includes stocking kitchens in preparation of families staying).
- Clean and mop the floors in all toilets and bathrooms.
- Cleaning of the inside of windows and doors.
- Steam cleaning, laundry, and ironing.
- Fill in relevant check list (legionella, daily, weekly, twice weekly and steam clean check list).
- Steam clean patient bedrooms and communal areas.
- Report any faults to Estates without any delays.
- Attend relevant meetings e.g., staff meetings.
- Communicate/report any problems to Housekeeping Manager.
- Train and work alongside with volunteers and Agency staff.
- Look after equipment.
- Produce time sheet on time.
- Switch on and use walky-talky during the shift.
- Check e-mails regularly and complete all mandatory training online.
- Attend work on time.
- Show a positive and caring attitude to patients, families, visitors, and fellow colleagues at all times.
- Deal with any reasonable request in relation to Housekeeping (for example at short notice) from the Housekeeping Manager.

OTHER DUTIES

- To arrange working hours and annual leave with Housekeeping Manager.
- Knowledge and implementation of domestic policies and procedures and an understanding of COSHH.
- Communicating with other members of the organisation as to what may need to be done (sometimes at short notice) to make sure that children, guests, and families feel welcomed, safe, and comfortable.
- Be willing to be flexible as needed, e.g. - to work additional hours to cover Sickness and Annual Leave.

Key Technical Skills, Knowledge, Experience and Behaviours:

- Previous experience of domestic responsibilities.
- Understands importance of good hygiene and infection control.
- Knowledge and understanding of confidentiality.
- Enjoys working in a team environment.
- Able to work on one's own and make decisions.
- Good Communication Skills.
- Flexible attitude.
- Enthusiastic.
- QCF2 in cleaning would be desirable.
- Experience of working in a care setting would be desirable.
- Understands the demands of Hospice Care would be desirable.