

**ST GILES HOSPICE  
JOB DESCRIPTION**

I	<p><b>Job Title: Housekeeping Team Leader</b></p>
	<p><b>Responsible to: Estates Manager</b></p>
	<p><b>St. Giles Hospice</b>  St Giles Hospice is a registered charity offering high-quality specialist care free of charge for people living with diseases which may not be curable as well as providing support for their families and carers.</p> <p>Services include a team of community-based St Giles clinical nurse specialists, two state of the art in-patient facilities, Day Hospice, Hospice at Home, Bereavement and Family Support, and an internationally renowned Lymphoedema Clinic.</p> <p>Patients come from across the hospice's catchment area, which ranges from Ashby-de-la-Zouch and Atherstone in the east, to Cannock and Walsall in the west – and from Burton and Uttoxeter in the north, to Sutton Coldfield and Coleshill in the south.</p> <p>Care is offered at the hospice's centres in Whittington, Sutton Coldfield, Walsall and in patients' own homes across the region.</p> <p>We receive funding from the NHS but primarily we rely on fundraising activities and legacies, together with trading activities (31 Shops, Lottery and other trading) to support our work. We employ more than 400 people across a broad range of roles – from direct patient care to fundraising and administration as well as support from over 1500 volunteers to provide our services.</p>
II	<p><b>Job Purpose:</b>  To lead the Housekeeping Team providing high quality cleaning services across all Hospice sites in order to offer a safe, clean and welcoming environment to patients, visitors and staff. The Housekeeping Team Leader may be asked to work in any area of the hospice and to cover various shifts.</p>
III	<p><b>Job Activities:</b>  <u>Responsibilities</u></p> <ul style="list-style-type: none"> <li>• Ensuring the required standards of cleanliness are met.</li> <li>• Overseeing the staff rota and that shifts are covered with regards to annual leave, sickness etc. and ensuring annual leave is fairly taken and distributed. Covering shifts by bank staff only when necessary.</li> <li>• Oversee the volunteer washing up rota, ensure adequate shift coverage.</li> <li>• Ensure staff are working appropriately in designated areas.</li> <li>• Be responsible for arranging the servicing and reporting of any equipment that is faulty and ensuring it is repaired (any cost implications to be passed through Manager.)</li> <li>• Ensure team breaks are taken appropriately.</li> <li>• Be the first point of contact for any housekeeping issues.</li> <li>• Ensuring effective and timely stock control and ordering in of supplies (all orders will need authorising by Manager)</li> <li>• Responsibility for Housekeeping absence reporting and sourcing appropriate cover as required.</li> <li>• Maintain and keep up to date COSHH folders.</li> <li>• Support the Infection prevention and Control Nurse with audits and maintenance of cleaning schedules.</li> <li>• Deal with any immediate staff issues that arise – escalating and seeking support from Line Manager where required.</li> <li>• Ensuring a swift response to cleaning emergencies or priorities that arise in any department.</li> </ul>

	<ul style="list-style-type: none"> <li>• Liaise with external suppliers to discuss any day to day issues or services required e.g Laundry and Clinical Waste contracts. Any budget implications to be discussed with Line Manager.</li> <li>• To ensure all members of the Housekeeping department have undertaken all mandatory training.</li> </ul> <p><u>The range of duties involve:</u></p> <ul style="list-style-type: none"> <li>• Cleaning toilets/bathrooms/kitchen areas.</li> <li>• Cleaning office accommodation. <ul style="list-style-type: none"> <li>- Vacuuming, dusting, checking sinks, cleaning phones</li> </ul> </li> <li>• Cleaning common areas <ul style="list-style-type: none"> <li>- Vacuuming, dusting, cleaning skirting boards, window cleaning.</li> </ul> </li> <li>• Cleaning specialist areas (as required) <ul style="list-style-type: none"> <li>- Barrier cleaning within infection control guidelines</li> </ul> </li> <li>• Preparing patient trays e.g. <ul style="list-style-type: none"> <li>- for dining, water, beakers</li> </ul> </li> <li>• Washing up (using dishwasher) and putting away</li> <li>• Floor cleaning <ul style="list-style-type: none"> <li>- Carpets</li> <li>- Hard Floors (using industrial equipment).</li> </ul> </li> <li>• Waste removal both general and clinical where applicable</li> <li>• Laundry <ul style="list-style-type: none"> <li>- Washing/ ironing</li> <li>- Putting personal/ hospice clothing/ bedding into storage.</li> </ul> </li> <li>• Covering other areas as required.</li> </ul> <p><u>Standards</u></p> <ul style="list-style-type: none"> <li>• Maintaining standards laid down by the Estates Manager and to make suggestions for their improvement.</li> <li>• Working as a team and supporting other Housekeeping Assistants to provide cleaning services across Hospice Sites.</li> <li>• Supporting Housekeeping Volunteers.</li> <li>• Reporting all faulty equipment to the Estates Manager/Nurse in Charge/Stewards as appropriate.</li> <li>• Undertaking any other duties as may reasonably be requested by the Estates Manager or Senior Manager.</li> </ul> <p><u>Other:</u></p> <ul style="list-style-type: none"> <li>• To respect patient and staff confidentiality.</li> <li>• Following infection control procedures and policies as they apply to the Housekeeping Department.</li> <li>• To follow and update cleaning protocols.</li> <li>• To be aware of and follow Health &amp; Safety and other relevant Hospice policy and procedures.</li> <li>• Be aware of and follow COSHH regulations.</li> </ul>		
IV	<p><b>Terms and Conditions of Employment</b></p> <p>Scale of Pay: SGH– Point 7</p> <p>Tenure: 30hrs per week, covering 5 workings days over a 7 day period.</p> <p>Holiday Entitlement: 27 days (Rising with service to 35 days)+ 8 Bank Holidays pro rata</p>		
V	<b>Person Specification</b>		Essential/ Desirable
	Qualifications	NVQ II Cleaning/Support Services or equivalent Experience cleaning in a healthcare environment for a minimum of 1 year	D D

Skills	Cleaning Use electrical cleaning equipment Good oral communication	E D E
Knowledge	Health and Safety at Work Act 1974 Cleaning Equipment	D E
Attributes	Flexibility Team worker Well organised Empathy	E E E E
Other	Full driving licence and access to a vehicle	E

This job description does not attempt to list all the tasks that the post holder would be expected to undertake. From time to time you may be expected to undertake work in other departments.