

Job Description and Person Specification

Job Title:	Head Housekeeper
Line Manager:	Head of Estate & Facilities
Professionally Accountable to:	Chief Executive
Hours of Work:	Various

Job Purpose:

The main responsibilities of this post are to provide first line management and leadership to the operational Housekeeping team. To undertake individual performance reviews and ensure all operational staff are utilised effectively to organise and undertake the planned and reactive Housekeeping tasks.

- The Head Housekeeper will be responsible for introducing, updating and maintaining high cleaning standards in our In-Patient Unit and other departments within the Hospice. A primary function of this role includes allocating the housekeeping teams daily duties to ensure a clean, safe, and welcoming environment for patients, visitors, and staff, all in accordance with CQC standards, Standards of Healthcare Cleanliness, such as the NHS National Standards of Healthcare Cleanliness (2021), and health and safety legislation both on-site and, where applicable, off-site locations.
- To organise and deliver an ongoing cleaning programme for the hospice site to ensure that all parts of the hospice are maintained to a high standard. To include: the design and delivery of effective cleaning schedules, deep cleaning of patient rooms, the cleaning of carpets and upholstered furniture; disposal of waste; curtain cleaning; fireproofing of materials as necessary.
- To coordinate the day-to-day operational activity of the Housekeeping Team, including the preparation of the rota, monitoring of cleaning schedules, monitoring and recording of leave and absence, (e.g. annual leave and sick leave)
- To provide support and regular meetings, in line with the induction process, to new members of the Housekeeping Team and to liaise with the Head of Estate and Facilities regarding the ongoing training and development needs of Housekeeping staff.

Supervision / Management Responsibilities:

- To provide leadership to all housekeeping staff, ensuring these staff are equipped for and supported in the duties expected of them and are positively motivated. Ensuring that adequate cover is maintained during periods of annual leave and other staff absences.
- To provide housekeeping staff with constructive feedback regarding their performance through regular 1:1's and to undertake their annual performance reviews, supporting them in their learning and development needs.
- Education regarding the ongoing training and development needs of Housekeeping staff.
- To co-ordinate the contribution of housekeeping volunteers, offering support and guidance to the volunteers in their role. To ensure that housekeeping volunteers are made welcome at the hospice and their help is acknowledged and valued.

- The Head Housekeeper will be responsible for the rostering of staff and must ensure best use of department's financial resources.
- The Head Housekeeper will be responsible for undertaking annual appraisal and monitoring the team performance and developing training activities to support the team's development.

Responsibilities:

- To carry out cleaning and efficacy audits as per the timed guidance as appropriate to each functional risk score.
- To undertake the day-to day allocation of staff to ensure that all areas of the housekeeping team responsibility are covered; In the event of staff shortages, re-allocate staff to give cover, and request staff from bank.
- To work within infection control guidelines to ensure that work methods do not constitute a risk of infection to other work colleagues, families, or to any persons working/visiting WHC premises.
- To oversee the monitoring and organising of cleaning cupboards in own hospice, to include ordering and stocking up new supplies; tidying; and ensuring the equipment is used appropriately and in line with WHC / H&S guidance.
- Maintain a stock monitoring and ordering system for housekeeping, this will include support the annual review, (or more frequent if required) of the cleaning products in use throughout WHC.
- To work within COSHH guidelines to ensure that work methods do not constitute a risk to other work colleagues, families, or to any persons working/visiting WHC premises. To support the Estate and Facilities Coordinator with the annual review of COSHH and risk assessment as required.
- To support the Operations Leads in monitoring and reviewing housekeeping expenditure and in planning the required housekeeping budget each year, overseen by the Head of Estate and Facilities.
- To update and train staff in the cleaning equipment and products used at the hospice, and to participate in the induction and orientation of new care team staff.
- Report any building / equipment defects to the maintenance department and liaise closely with the maintenance team to coordinate large scale, disruptive housekeeping tasks with maintenance tasks at times of low hospice occupancy.

Communication:

- To communicate effectively with all team members, supporting them to fulfil their respective roles and to promote cross-team communication, to ensure that the team works efficiently, effectively, and harmoniously with other teams in the best interest of patients, and families.
- To liaise with support staff and clinical team members regarding the cleaning of the clinical and support service areas, working collaboratively.

- Develop and maintain effective working relationships with managers, colleagues, contractors and WHC wide service users.
- To attend regular team meetings in order to ensure good communication.
- Demonstrate tact and diplomacy in discussions with patients and staff; Use high levels of sensitivity and reassurance in working with patients and their families.

General

- Keep informed of sector-wide developments, attending internal and external meetings/training/conferences where appropriate.
- Keep up to date on legal, health and safety and insurance requirements and developments to safeguard WHC, our patients, staff, volunteers and the public.
- Undertake any other duties considered to fall within the scope of the position as directed by the line manager.
- Be on call to co-ordinate or assist in any unscheduled breakdowns or emergencies in line with the disaster plan.
- Perform cleaning and hygiene tasks in line with the hospice's clinical and infection control policies.

Legislative - Role/Service:

- The post holder is required to make themselves aware of their responsibilities for Infection Prevention and Control. Co-operate with the Infection Control Audit Team in ensuring that all infection prevention and control policies and procedures are complied with.
- To ensure Health and Safety legislation is adhered to within all Housekeeping areas and to actively promote a safety conscious environment.
- To be aware of your Health and Safety responsibilities, as an employee of WHC and adhere to these at all times.
- To maintain an up to date and current Health and Safety training. To regularly update and maintain your knowledge of WHC safety rules; COSHH regulations; fire drills; internal security and accident procedures and adhere to these at all times.
- Support the H&S and Infection Control teams with scheduled audits and follow up any relevant recommendations with support from the Operations Lead. In accordance with CQC standards, National Standards of Healthcare Cleanliness 2021.
- To work within infection control guidelines to ensure that work methods do not constitute a risk of infection to other work colleagues, patients, families, or to any persons working/visiting in WHC.
- Deal with spillages of body fluids, chemicals etc. in accordance with WHC policy as and when required (frequent).

Professional Responsibilities:

- To maintain confidentiality.
- To assist with staff appraisals.
- Support and signpost staff (e.g., personal problems, sickness levels, absence).

- To work within the policies, procedures, and guidelines of Weston Hospicecare, in accordance with statutory requirements, and to best charity fundraising and communications practices.
- To be familiar with fire, emergency, and safety regulations, ensuring compliance across all operation areas.
- Maintain a smart, professional appearance at all times in line with hospice policy.

Educational Responsibilities

- Maintain personal and professional development to meet the changing demands of the job, participate in an annual appraisal and appropriate training activities, encourage and support staff development and training. To attend mandatory training.
- To participate in the orientation and development of new staff members and volunteers.
- To keep up to date with sector best practices and legislation.
- To maintain and extend personal knowledge and expertise in all aspects of the role and to share information openly.
- To attend all statutory and mandatory training as required.

Health and Safety

- To be aware of the responsibilities placed on you under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and follow these in full at all times ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment and identification of potential risks for all employees, patients, families and visitors, taking action as and when required.

Data Protection

- You are required to control and process data held on computer. This must be undertaken lawfully in compliance with the UK's GDPR and Data Protection Act. Breaches of confidentiality in relation to confidential, personal or sensitive data will result in disciplinary action, which may include dismissal.

Additional Job Facts

- Work unsupervised as required.
- Have a working knowledge of the National Standards of Healthcare Cleanliness and how they are introduced and monitored.
- To work flexibly providing cover for the Housekeeping team rota as required to ensure that the service is maintained.
- The above outlines the duties required for the time being to indicate the level of responsibility. It is not a comprehensive or exclusive list. Duties, which do not change the general character of the job or level of responsibility entailed, may be varied from time to time.

Working Arrangements

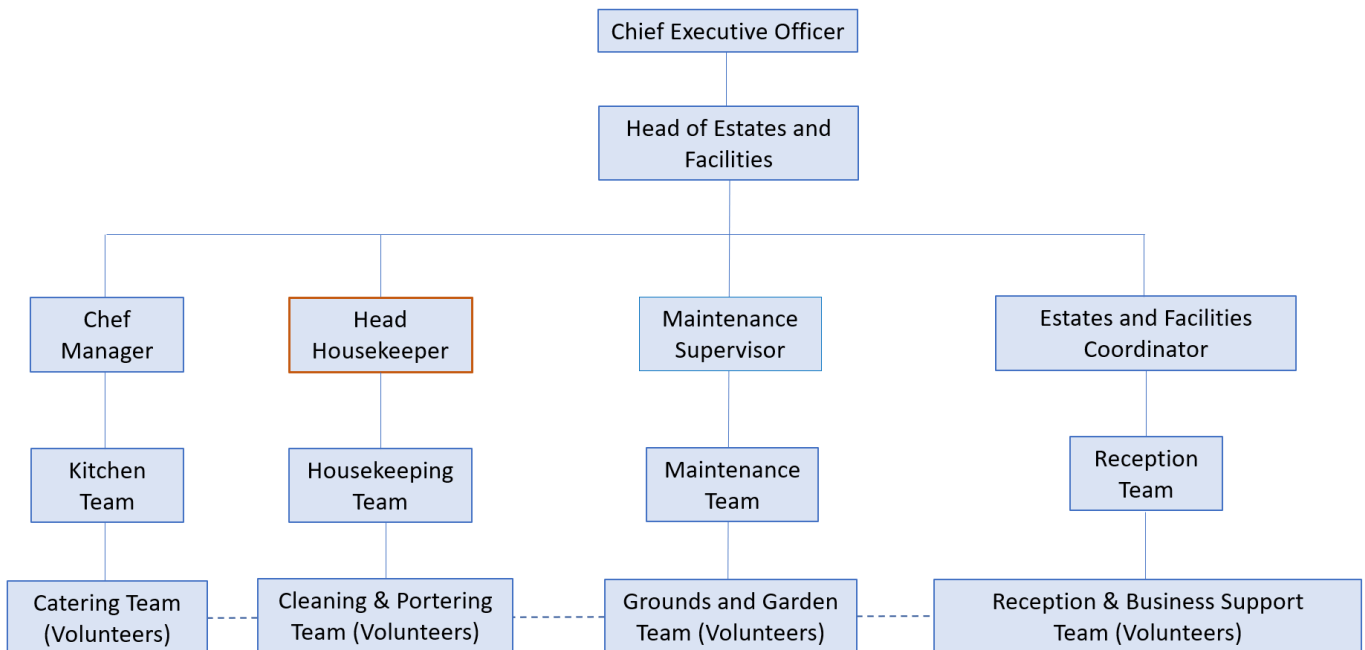
- Working hours 32.5 per week (to be worked 5 out of 7 days, including weekends and bank holidays) and to be discussed and agreed on appointment. A break of 30 minutes to be taken when working over 6 hours.
- This is a hands-on role and the post holder will be expected to work alongside the housekeeping team to ensure effective management.
- You may be asked to work additional hours as necessary with enhancements or TOIL for weekends and bank holidays.

Scope of Job Description

- This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the postholder.

This job description is subject to periodic review and amendment.

ORGANISATIONAL CHART



PERSON SPECIFICATION – Head Housekeeper

Criteria	Essential / Desirable	How Evidenced & Assessed
Qualifications and Training		
<ul style="list-style-type: none"> ▪ Supervisory Management qualification ▪ NVQ Level 2, or equivalent, in Cleaning Buildings and Interiors ▪ Health and Safety qualifications/training ▪ Basic Food Hygiene Certificate or equivalent in-house course ▪ NVQ Level 3 in Customer Care ▪ D32/33 Training qualification or similar 	D D D D D D	A/C A/C A/C A/C A/C A/C
Experience and Knowledge		
<ul style="list-style-type: none"> ▪ Minimum of 4 years' Head Housekeeper experience and working in a high-level customer service environment. ▪ Experience of working in a healthcare environment ▪ Experience of supervising a team of cleaning and housekeeping staff ▪ Knowledge of the National Standards of Healthcare Cleanliness and how they are monitored ▪ A good understanding of current COSHH legislation and working practices ▪ Literacy, numeracy and comprehension skills sufficient to complete timesheets and monitoring documents, calculate costs of orders, produce memos and short reports, complete annual appraisal documentation. ▪ Able to demonstrate ability to take the lead role of supervising part of a team ▪ Able to demonstrate the ability to work to deadlines and complete tasks according to objectives and to motivate others to do the same. ▪ Able to demonstrate the ability to use initiative to resolve problems and to prioritise own workload and that of others. ▪ Able to demonstrate a high standard of interpersonal skills and the ability to deal with people from all sections of society. ▪ Ability to evidence/demonstrate key values and behaviours in line with the WHC framework ▪ Awareness and knowledge of the Dignity in Care agenda. 	E E E E E E E E E E E E E D	A A A/I A/I A/I A A/I I I A/I I I
Communication and people skills		
<ul style="list-style-type: none"> ▪ Able to demonstrate excellent and effective communication skills with a wide range of people and ability ▪ Able to communicate effectively in all forms of communication, written, verbal, email ▪ Approachable and friendly ▪ Positive and cheerful manner, with a "can do" attitude 	E E E E	I I I I
Skills		
<ul style="list-style-type: none"> ▪ Good planning skills for rotas ▪ Keyboard/computer skills: no formal qualification is necessary but the ability to produce short text documents and/or enter data onto spreadsheets would be an advantage. 	E E	A/I A/I

Other Requirements		
<ul style="list-style-type: none"> ▪ Able to demonstrate a flexible approach to changes in workload/duties/priorities and to motivate others to adopt the same approach. 	E	I
<ul style="list-style-type: none"> ▪ Able to demonstrate the ability to react quickly and sensitively to a wide range of differing needs. 	E	I
<ul style="list-style-type: none"> ▪ Able to demonstrate eagerness to embrace change 	E	I
<ul style="list-style-type: none"> ▪ Ability to lift or move equipment/goods as required 	E	I
<ul style="list-style-type: none"> ▪ Self-motivated with a positive, flexible approach to the work rota 	E	I
<ul style="list-style-type: none"> ▪ Willingness to adapt to the changing needs of patients' requirements 	E	I
<ul style="list-style-type: none"> ▪ Committed to the provision of services for people within the hospice with a life limiting illness 	E	I

Key

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|---|-------------|---|-------------|---|-----------|
| E | Essential | D | Desirable | | |
| A | Application | C | Certificate | I | Interview |