



Children's Hospices Across Scotland

## JOB DESCRIPTION – HOUSEKEEPER

### Job Details

Job Title – **Housekeeper**  
Responsible to – **Head Housekeeper**  
Job Family – **Support Services - Hospice**

Location – **Rachel House and Robin House**  
Salary – **CHAS Band 2**

### Job Purpose

Working within the culture, ethos and philosophy of CHAS, to provide a high quality, clinical standard housekeeping service to Rachel House, Robin House and the Information Centre.

The Housekeeping team play a key role in reducing the risk of Healthcare Associated Infections and ensuring that a pleasant, safe, welcoming and clean environment is provided for families, visitors, staff and volunteers.

### Main Tasks

- Housekeeping
- Training

### Job Activities

#### Housekeeping

- Dedicated approach to cleaning in accordance with pre-agreed schedules and frequencies, to demonstrate motivation and enthusiasm
- Ensure efficient, high quality cleaning services are provided within designated time-scales to meet required Standards of Cleanliness and Food Hygiene Regulations as applicable
- Following cleaning schedules to ensure that all areas, catering, clinical and non-clinical, of the hospice are cleaned regularly to maintain infection control standards.
- Perform deep cleans following infectious outbreaks to affected areas of hospice
- Providing an efficient, high quality and safe waste management services in accordance with the CHAS policies and Scottish Government targets, including collection, segregation, disposal and recycling of both Clinical and Domestic Waste
- Provide laundry service for the hospices including dealing with contaminated bedding and clothing, ensuring that stocks are maintained and rotated regularly
- Provides support within the dining area through the setting up and cleaning of tables, removal and washing of dirty crockery and cutlery, and helping to serve meals, ensuring standards are maintained

- Observe safe working methods, practices and procedures, ensuring tasks are completed in accordance with the Health and Safety induction training
- Ensuring that cleaning products are used in line with CHAS policies and ensuring stock levels are maintained
- Report necessary structural and fabric repairs to the maintenance team

### **Training**

- Provide training, development and guidance within own area, to all new staff and volunteers, ensuring they are safe and confident in the use of cleaning equipment and products, and are able to operate to the required levels of hygiene
- Actively partakes in statutory and mandatory training as directed by CHAS, ensuring that learning is up to date at all times
- Maintains Personal Development Plan in accordance with the organisation's recommendations, identifying own training and development needs and ensuring the maximum contribution to organisational goals

### **Health and Safety**

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

### **Information Governance**

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

### **Volunteer Engagement**

- Work alongside volunteers and actively support their work by providing advice and information to help them in their roles

## **Dimensions**

In performing this role, frequently has contact with children or young people with life-threatening or life-limiting conditions and their families, the Head Housekeeper, the Hospice Support Services Manager, support services team, multidisciplinary care team members, other healthcare professionals and volunteers.

## **Decisions and Communications**

### **Decisions**

- Within the agreed management structure of CHAS, works within clearly defined procedures, where judgement and initiative are required to prioritise work, but generally, work is routine and is overseen by the Head Housekeeper

### **Communication**

- On a daily basis, communicates routine information, about own work area, with Head Housekeeper, other housekeeping staff and volunteers



Children's Hospices Across Scotland

## PERSON SPECIFICATION - HOUSEKEEPER

### Education, Qualifications, and Training

#### **Essential**

- None

#### **Desirable**

- Willingness to work towards an infection control qualification

Method of Assessment – Application Form

### Skills, Abilities, and Knowledge

#### **Essential**

- Current knowledge of health and safety legislation
- Current knowledge of moving and handling techniques
- Knowledge of food hygiene and infection control
- Basic computer skills

#### **Desirable**

- None

Method of Assessment – Application Form and Interview

### Experience

#### **Essential**

- Significant housekeeping or cleaning experience, gained within a healthcare, home or commercial environment

#### **Desirable**

- None

Method of Assessment – Application Form and Interview

### Personal Qualities

#### **Essential**

- Friendly, outgoing manner
- Accountable for self, actions and decisions
- Child and family focused
- A positive 'can do' attitude
- A commitment to CHAS

- A commitment to working with and supporting volunteers

**Desirable**

- None

Method of Assessment – Interview