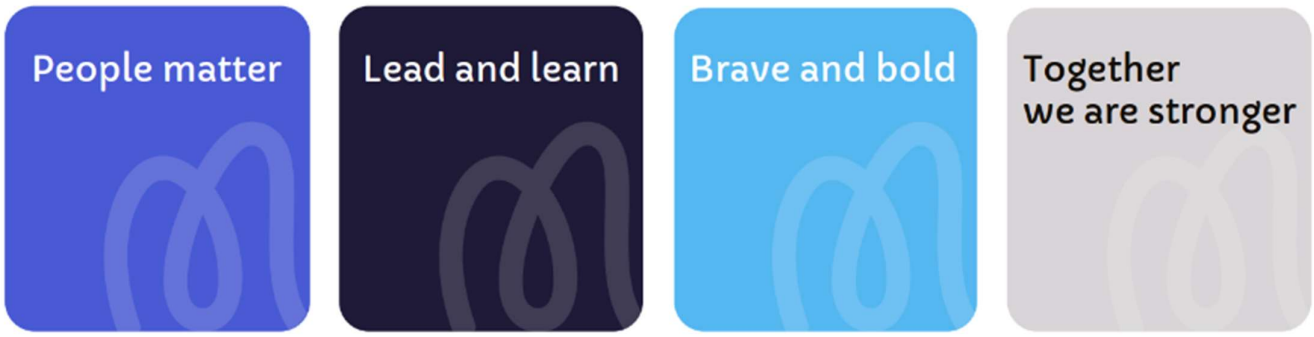
ST ANN'S HOSPICE IS NOW Moya Cole HOSPICE

We're proud to care
We're proud to work together
We're proud to make a difference

At Moya Cole Hospice, there's one thing that motivates us and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care to ensure Moya Cole Hospice is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference,



Job Role Profile

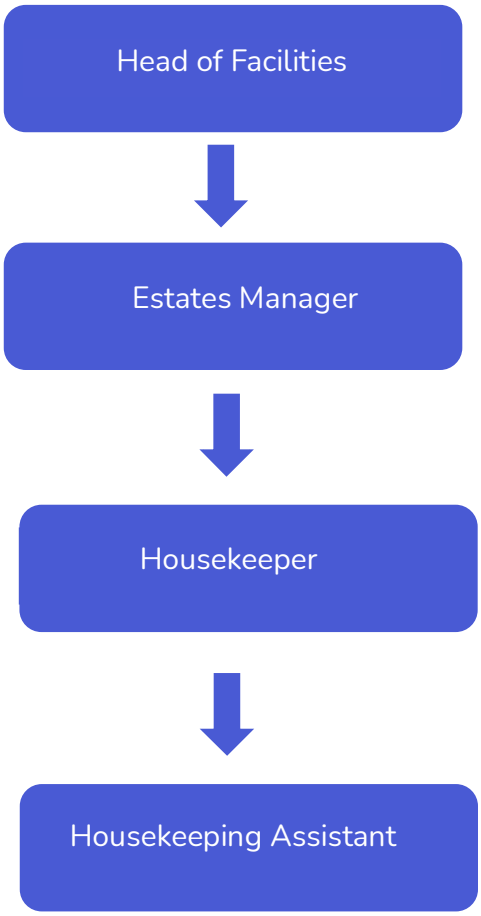
Job Title: Domestic Housekeeping Assistant

Salary: £25,272 (£15,163.20 pro rata) - Band 2 competency framework

Responsible to: Housekeeper

Core Purpose: To support the hospice in delivering outstanding specialist palliative and end of life care by maintaining a clean, safe and welcoming environment for patients, families, visitors and colleagues. Through high standards of housekeeping and infection prevention, the role contributes to the comfort, dignity and wellbeing of everyone who accesses hospice services.

Team Organisational Chart



Job Summary

To support the hospice in providing outstanding specialist palliative and end of life care by maintaining a clean, safe and welcoming environment for patients, families, visitors, volunteers and colleagues.

Working as part of the Housekeeping team, the Housekeeping Assistant is responsible for carrying out cleaning and housekeeping duties in accordance with hospice policies, infection prevention and control procedures, COSHH regulations, and national healthcare cleanliness standards. The postholder will contribute to ensuring all clinical, non-clinical and public areas meet the highest standards of cleanliness, hygiene and presentation.

The role requires a compassionate and sensitive approach, recognising the needs of patients and families during challenging and emotional circumstances.

Responsibilities

- Maintain high standards of cleanliness, hygiene and presentation throughout all hospice areas, including patient, clinical, office and public spaces.
- Use, maintain and store cleaning equipment and materials safely, reporting any faults, maintenance issues or supply shortages promptly.

- Carry out daily, scheduled and ad hoc cleaning duties in accordance with hospice procedures and the NHS National Standards of Healthcare Cleanliness.
- Follow infection prevention and control requirements, including the safe use of PPE, cleaning equipment and chemicals in line with COSHH regulations.
- Complete cleaning records, room checklists and other required documentation accurately and on time.
- Participate in mandatory training, team meetings, one-to-one reviews and the Performance Development Review (PDR) process.
- Work collaboratively with clinical and non-clinical colleagues to ensure housekeeping services support the delivery of high-quality patient care.
- Respect the dignity, privacy and individual needs of patients, families and visitors at all times.

Skills, Qualifications and Experience

Experience, Qualifications and Knowledge

Essential Criteria

- Previous housekeeping or domestic services experience
- Good standard of literacy and numeracy equivalent to GCSE level or demonstrable workplace experience.
- Basic IT skills, including the ability to use Outlook, Sharepoint, Word and Excel for data entry
- Understanding of infection prevention and control principles.
- Knowledge of safe use of cleaning equipment, chemicals and COSHH procedures.
- Experience of laundry processes and procedures.

Desirable

- Experience within a healthcare, hospice, residential care or similar environment.
- Experience using healthcare cleaning schedules and audit processes.
- Knowledge of NHS National Standards of Healthcare Cleanliness.
- Experience working with vulnerable individuals.

Skills and Abilities

- Excellent attention to detail and commitment to high standards.
- Good communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Ability to organise and prioritise workload effectively.
- Ability to follow procedures and maintain accurate records.

- Ability to undertake manual handling activities appropriate to the role following training.

Personal Attributes

- Compassionate, respectful and professional approach.
- Understanding of the importance of dignity, confidentiality and privacy.
- Flexible and reliable with a positive attitude.
- Ability to work sensitively within a hospice environment.

Terms and Conditions for Receptionist

Contract	Permanent
Free Parking	Free parking at our Heald Green and Little Hulton sites
Holiday	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition, staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.
Pension	Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contributions into the scheme in the previous 12 months).
Life Cover	All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by Moya Cole Hospice.
Health Cash Plan	We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.
Employee Assistance Programme	Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.
Probation	Four months
Notice	4 weeks
Safeguarding	Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.