

JOB DESCRIPTION

JOB OVERVIEW

JOB TITLE	Domestic Assistant
DEPARTMENT	The Hospice
LOCATION	Myland Hall, Colchester
REPORTS TO	Senior Domestic

KEY WORKING RELATIONSHIPS

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| <ul style="list-style-type: none"> • Administrator • Nursing Staff • Admission & Referral Secretary • Doctors • Caretaker | <ul style="list-style-type: none"> • Catering Staff • Patients • Volunteers • General Public (visitors) |
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KEY PRIORITIES

- To be a member of the Domestic Team, and be responsible for maintaining agreed levels of cleanliness and hygiene throughout St Helena.

DUTIES & RESPONSIBILITIES

- Performs all cleaning functions around the Learning and Development Centre, Day Centre and The Hospice (using specialist equipment as required) as directed by the St Helena cleaning policy.
- Working on own for duration of evening shift and checking all St Helena grounds for security measures and alarming the Learning and Development Centre and Joan Tomkins
- To be responsible for the clearing away/setting up of furniture in conference rooms and setting up of the audio visual equipment to requested specifications on a daily basis.
- To perform general deep cleaning of floors and carpets around the Hospice, the Learning and Development Centre and Joan Tomkins Day Centre and to assist deep cleaning in the kitchen area for all sites.
- Communicates to the nurse in charge any relevant information regarding the needs of patient and relatives.
- Takes delivery of cleaning supplies for St Helena as directed by the Housekeeper/Estates and Facilities Manager
- Orders supplies of cleaning materials as directed by the Housekeeper or Estates and Facilities Manager.
- Attends monthly team meetings.
- Documents cleaning activities in accordance to the Housekeeper's instruction.
- Provides training to new staff as defined by the Housekeeper.
- Performs general and clinical waste removal from St Helena into designated bins.
- Performs the washing, drying, ironing and the returns of uniform, patients clothing, kitchen items, towels/sheets or soft furnishing. Laundry duties will include infectious washes and moving soiled laundry into the laundry room or to the laundry cages (infectious and non infectious).
- Performs the machine washing and hand washing of toys within t St Helena in accordance to the St Helena policy.
- Perform kitchen cleaning in all areas including day centre and the Learning and Development Centre in the evening once the kitchen closes.
- To perform a courier service to the nursing staff as directed by the IPU Services Administrator i.e. for blood, drugs and samples to the Hospitals and pharmacy.

- Performs the decoration of St Helena internal festive decorations and to remove the decorations as directed by the Housekeeper.
- When requested by the Housekeeper or clinical staff, the movement and arrangement of furniture.
- Assists patients when required and with permission of the nursing staff e.g assisting the patient to the bathroom.
- Ensures that the outside areas of St Helena are clean and tidy in accordance to the Housekeeper's instructions.
- Operates in an emotional environment where the majority of the working day will be spent in the company of terminally ill patients and their families.
- Operates in a working environment with regular exposure to odour e.g. foul linen and dust. Occasional exposure to bodily fluids and temperature changes.
- Operates in a role where 70% of the working day/night will involve carrying, pushing & lifting in accordance to the St Helena Manual handling policy/procedure.
- Operates in an environment which can be busy and occasionally noisy.
- Performs role in an unpredictable environment and has to change activities at other's request or on own initiative.
- Performs role as part of a team working shifts to provide up to a 7 day service throughout the year including week ends and bank holidays depending on the needs of the St Helena site.
- Working at heights as required/ this is due to using stepladder
- Ensure you follow all policies and procedures in relation to prevention and infection control

GENERAL - Applicable to all roles at St Helena

1. All of the above activities are governed by the operational policies, Standing Financial Instructions, policies and procedures and standards of St Helena as well as legislation and professional standards and guidelines.
2. All employees must comply with St Helena's Equal Opportunity Policy and must not discriminate on the grounds of sex, colour, race, ethnic, or national origins, marital status, age, disability, sexual orientation or religious belief.
3. Employees have a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by St Helena. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.
4. All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
5. St Helena is a smoke free organisation. Smoking is not allowed in any St Helena premises. If you would like help to give up smoking you should contact your GP or call the NHS Stop Smoking Help Line.

PERSONAL DEVELOPMENT

Be aware of own development needs and take appropriate action.

Keep updated of evidence based practice and government policies related to care.

Act as an effective role model at all times.

PROFESSIONAL DUTIES

To maintain personal professional status, ensuring that the requirements laid down by the relevant professional body for registration are compliant.

Exercise professional accountability as guided by the relevant professional body and maintained in accordance with the policies of the department and St Helena.

ANNUAL APPRAISAL

The post holder will be appraised on an annual basis and the process will include a review of the past year's performance, setting of aims and objectives for the coming year and identification of educational needs.

TRAINING

All staff will undertake such training as is necessary to perform the duties allocated and any mandatory requirements of St Helena. This will include mandatory training in line with your job role

QUALITY

St Helena aims towards maintaining the goodwill and confidence of its own staff and of the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under GDPR.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

All St Helena employees are required to act in such a way that at all times safeguards (and promotes) the health and well-being of children and vulnerable adults. Familiarisation with and adherence to St Helena safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

VALUES AND BEHAVIOURS

St Helena's core values and behaviours will be embedded in our recruitment, training and development review and decision making process

Value	Behaviour
Respect	Always considering others
Working together	Finding strength in teamwork
Being passionate about hospice care	Caring in all that we do and provide
Showing appreciation for all	A thank you matters
Valuing conversation	Taking the time to be excellent communicators

This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs and after consultation with the post holder.

PERSON SPECIFICATION

ATTRIBUTE	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> GCSE Maths and English or equivalent 	<ul style="list-style-type: none"> Food Hygiene Certificate Car Driver
Experience	<ul style="list-style-type: none"> Proven experience of working within a team 	<ul style="list-style-type: none"> Experience in working in the health sector Proven experience as a domestic Working with volunteers
Skills & Knowledge	<ul style="list-style-type: none"> Understanding of cleaning equipment. Knowledge of COSHH Manual Handling 	<ul style="list-style-type: none"> Infection Control. Health and Safety. The ability to use specialist cleaning equipment Current procedures and practices for cleaning
Communication	<ul style="list-style-type: none"> Proven verbal communication with people at all levels e.g. management, volunteers, staff, patients and the public Sensitive to the needs of others. The ability to listen 	<ul style="list-style-type: none"> Communication Skills Training
Qualities	<ul style="list-style-type: none"> Team worker. Ability to maintain morale. Working under pressure. The ability to work in an unpredictable environment and to change activities at other's request or on own initiative. To be sensitive and perceptive. 	

	SIGNED	PRINT NAME	DATE
EMPLOYEE			
EMPLOYER			