

St Elizabeth Hospice

Volunteer Role Description



Role: Domestic Assistant

Location: St Elizabeth Hospice

Staff Member Link: Hospitality Manager

Purpose of Role and Service

To assist the Domestic Team in carrying out cleaning and porter duties throughout the hospice. To maintain a high standard of cleanliness and hygiene at all times

Key Activities

- To carry out cleaning duties including but not limited to, damp dusting, vacuuming, mopping and floor scrubbing
- To restock soap, handtowels, toilet rolls, hand gels, wipes and face masks
- To carry out high contact cleaning
- To assist with stock taking

Organisational Responsibilities

- To work within the policies of the hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice
- To promote the hospice Philosophy of Care towards patients, relatives and visitors
- Generally to contribute towards ensuring a safe environment for all persons on the premises
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care
- You will be requested to have a Hepatitis B injection with Suffolk Occupational Health due to the nature of the role. If you have had one previously, we would need to see confirmation

Volunteers are required to respond positively to all reasonable instructions given by Link Members or other members of hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the hospice management.

Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
Skills and Abilities	E - Ability to communicate well with people E - Ability to prepare, operate and maintain products and equipment required for the role E - Ability to understand and comply with Health & Safety policy and legislation D - Be able to follow agreed cleaning procedures and schedules to a high standard and in a timely manner	
Knowledge and Experience	E - Previous cleaning / domestic role D - Working in a healthcare environment D - COSHH awareness	
Attitudes and Values	E - "Customer focus" – need for high standards of service to patients, staff and visitors E - Excellent attention to detail E - Co-operative, friendly attitude and flexible/positive work ethic D - At ease communicating with patients and relatives D - Security and safety conscious – requirement to be observant and aware of potential hazards	
Qualifications and Training		eLfH Modules - Roles and Responsibilities of a Volunteer, Communications for Volunteers, Health, Safety and Infection Prevention and Control for Volunteers, Data Security Awareness for Volunteers, Conflict Resolution for Volunteers, Fire Safety for Volunteers, Equality, Diversity and Human Rights for Volunteers, Moving and Assisting for Volunteers, Safeguarding Adults for Volunteers. Ihasco modules – COSHH