

JOB DESCRIPTION: SENIOR DOMESTIC ASSISTANT
REPORTS TO: HOSPITALITY MANAGER
ACCOUNTABLE TO: HEAD OF FACILITIES AND ESTATES
BASED AT: ST ELIZABETH HOSPICE



JOB SUMMARY

Assisting the Hospitality Manager in leading the Domestic Team, to ensure that a first class cleaning service is delivered across the hospice. Completing audits and monitoring of all cleaning activities.

PERSONAL RESPONSIBILITIES

- Coordinate with the team regarding daily cleaning requirements & assist to prioritise daily workload.
- Carry out regular site audits and checking the cleaning schedules to ensure a high level of hygiene and cleanliness is being maintained.
- To train new domestic staff in their duties and to provide on-going training to all domestic staff as necessary, working with the hospitality manager to ensure all domestic staff are fully trained and compliant.
- To carry out cleaning duties throughout the Hospice and associated buildings, ensuring our high standards of hygiene and cleanliness are maintained.
- Placing orders for laundry and Linen for the patient areas.
- Ordering of all cleaning consumables for all hospice premises.
To co-ordinate, when required, the domestic rotas to ensure that all annual leave, sickness, absence etc. is covered. To provide such cover as necessary
- Ensure the team are working to the latest COSHH risk assessments
- To ensure that waste management procedures and policies are followed. Ensuring all waste management concerns are escalated correctly, and promptly.
- Provide advice and support to team when required
- To promote harmonious working relationships within the department and with other colleagues within the multi-disciplinary team.
- On occasion to work outside normal hours as necessary.
- To delegate for the Hospitality Manager, as required
- Carrying out portering duties as and when required, for example hospital runs
- To report any faults to maintenance department, using the Help Desk.
- To work in other areas of the Hospice as required.
- To carry out monthly water temperature checks

EDUCATIONAL RESPONSIBILITIES

- To participate in the hospice education programme.
- To give feedback from education programmes/study days.

PERSONAL DEVELOPMENT

- To devise with the Facilities Manager a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

ORGANISATIONAL RESPONSIBILITIES

- To work at all times 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 respect at all times the confidentiality of information covering patients, employees 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.

Because of the special nature of the Hospice and its work the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE FACILITIES/H&S MANAGER IN CONJUNCTION WITH THE POSTHOLDER.

O U R V A L U E S



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**PERSON SPECIFICATION
SENIOR DOMESTIC ASSISTANT**

Requirement	Essential/Desirable
Qualifications & Training	
Educated to GCSE level or equivalent, alternatively have proven work experience with transferable skills	Essential
Knowledge & Experience	
Previous experience in domestic services or cleaning	Essential
Previous experience in a Healthcare environment	Desirable
Specific Skills	
Excellent interpersonal, communication and social skills	Essential
Pro-active and systematic approach to problem solving	Essential
Ability to prioritise	Essential
Good IT Skills	Essential
Personal Qualities	
Able to work without supervision.	Essential
Team leader and player.	Essential
Ability to work under pressure.	Essential
Flexible approach to working hours.	Essential
Attention to detail	Essential
Other Requirements	
Clean Driving Licence	Essential