

**JOB DESCRIPTION: DOMESTIC ASSISTANT**  
**REPORTS TO: CATERING & DOMESTIC TEAM LEADER**  
**ACCOUNTABLE TO: HEAD OF ESTATES**  
**BASED AT: ST ELIZABETH HOSPICE**



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## **JOB SUMMARY**

To carry out cleaning duties throughout the Hospice and associated buildings, ensuring our high standards of hygiene and cleanliness are maintained. Responsible for maintaining a high level of infection control throughout.

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## **KEY RESPONSIBILITIES**

- To clean and maintain to a high standard patient, staff, clinical, communal and service areas, as per cleaning schedules and regimes. Following written cleaning instructions.
- Following infection control guidelines, and leading the Hospice to provide exceptional infection control at all times.
- Responsible for stocking and cleaning of cleaning trolleys, replenishment of cleaning items and consumables.
- Weekly Stock Management
- To put cleaning deliveries away and restock cleaning cupboards
- Maintaining of the laundry room, ensuring it does not become cluttered and overfull.
- Responsible for restocking of PPE requirements throughout the Hospice, maintain the PPE store so it is a safe and tidy working space.
- To empty litter bins in scheduled areas, remove all domestic and clinical waste from building to rubbish compound daily, labelling and auditing as appropriate.
- Monitor waste disposal services, reporting any concerns to the Catering & Domestic Team Leader.
- To carry out in-depth cleaning as described in the cleaning schedule.
- To set up meeting rooms as and when required.
- Ensure outside walkways remain clear and free of debris
- Tackle heavy duty jobs upon request.
- To carry out minor repairs
- Responsible for security including to lock all windows and doors in the designated areas prior to going off duty, and setting relevant intruder alarms if required.
- To report any faults to Maintenance Department, using the helpdesk or emergency call out as appropriate.
- To report near misses and incidents, using the SHE portal
- To keep entrances clean, inside and out, as per cleaning schedule.
- To check and clean fridges weekly, as per cleaning schedule.
- Undertake training as and when required.
- Correct use of cleaning chemicals following and maintain to COSHH regulations at all times
- Carrying out porting duties as and when required, for example hospital runs, blood collections and controlled drug collections.
- Coordinate with Senior Domestic Assistant / Catering & Domestic Team Leader regarding daily cleaning requirements & prioritise daily workload.
- To work additional hours when necessary and to provide cover for annual leave and sickness
- When working in IPU to liaise with the shift coordinator regarding IPU requirements.
- To work in other areas of the Hospice as required.

## PERSONNEL RESPONSIBILITIES

- To recognise indications of staff stress and to facilitate staff support.
- To participate in the induction of all new staff as required.
- To recognise the value of volunteer contribution and play an active part in their support & development where appropriate.

## EDUCATIONAL RESPONSIBILITIES

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

## PERSONAL RESPONSIBILITIES

- To devise with the Catering & Domestic Team Leader 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 teams values at all times.
- To ensure effective use of resources.
- 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.

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 HEAD OF FACILITIES IN CONJUNCTION WITH THE POSTHOLDER.

# O U R V A L U E S



s t e l i z a b e t h h o s p i c e . o r g . u k

**DOMESTIC ASSISTANT  
PERSON SPECIFICATION**

<b>Requirement</b>	<b>Essential/Desirable</b>
<p><b>Qualifications &amp; Training</b></p> <ul style="list-style-type: none"> <li>• Educated to GCSE level or equivalent, alternatively have proven work experience with transferable skills</li> <li>• A valid driving licence</li> <li>• Certificates in Health &amp; Safety</li> <li>• First Aid</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<p><b>Knowledge &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Experience working in cleaning/domestic role</li> <li>• COSHH awareness</li> <li>• Experience of working in a healthcare environment</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p><b>Specific Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate well with people on routine and operational matters</li> <li>• Ability to prepare, operate and maintain products and equipment required for the role</li> <li>• Be able to follow agreed procedures and schedules to a high standard and in a timely manner</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p>
<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Ability to understand and comply with Health &amp; Safety policy and legislation</li> <li>• 'Customer focus' - need for high standards of service to patients, staff and visitors</li> <li>• Security and safety conscious – requirement to be observant and aware of potential hazards</li> <li>• Co-operative, friendly attitude and flexible/positive work ethic</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

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