Job Description/ Person Specification

Job Title:	Domestic Assistant
Department:	Resources
Reports to:	Domestic Services Team Leader
Location:	Garden House Hospice Care, Gillison Close, Letchworth, Hertfordshire, SG6 1QU
Hours Per Week:	20

Job Summary

To ensure that a pleasant, safe, welcoming and clean environment is provided to patients, visitors and staff.

To ensure an efficient and comprehensive service to enhance patient care and the environment in accordance with national care standards, moving and handling, health and safety, COSHH, Infection control guidelines and the Hospice core values.

Main Duties and Responsibilities

- To provide a comprehensive domestic service to all areas of the Hospice, demonstrating consistent quality, efficiency and effectiveness
- To play a key role in assisting in the prevention and control of healthcare associated infection e.g. MRSA, Clostridium Difficile
- To maintain a welcoming and tidy environment for patients, staff and visitors
- To ensure economical and safe use of supplies and equipment
- To ensure close communication between domestic team and the nursing colleagues in relation to cleaning issues.
- Cleaning duties in accordance with the domestic policies
- Carpet and upholstery cleaning
- Changing of curtains and other soft furnishings, in accordance with the specified schedule
- Signing off work sheets/schedules
- Replenish supplies e.g. hand towels, toilet tissue, liquid soap, alcohol gel
- Alert the Domestic Services Team Leader of any concerns about broken or damaged equipment
- Reporting pest infestation to the Catering Team Leader
- Responsibility for the removal of tired flowers
- Use own initiative in the absence of Domestic Services Team Leader to support familiarisation and training of new employees
- Adapt to ad hoc change in cleaning routine if requested by Senior Sister or Nurse in charge

Confidentiality

- The contractual relationship between the Hospice and its employees is founded on trust.
- Employees will treat as confidential all information regarding the business of the Hospice, suppliers, employees, consultants, patients, families and volunteers.

Health & Safety

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees, patients, visitors, volunteers and the general public.
- All employees are required to adhere to the Fire Safety Policies and Procedures.
- Employees must ensure relevant risk assessments are completed as and when required.
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practices, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual. This includes Infection Prevention and Control, Adult Hospice Policies and Safe Practice Guidance.
- The Hospice operates a no-smoking policy.

Purpose & Core Values

- All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken.
- The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients.
- The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

General

- To always comply with the Hospice Information security policy and in particular, the confidentiality of electronically stored personal data in line with the Data Protection Act.
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- All appointments are subject to pre-employment health screening, DBS and Right to Work checks.
- All employees are expected to comply with Garden House Hospice Care's systems, guidelines, policies and procedures.

Person Specification

Criteria	Essential	Desirable
Qualification	Good standard of general education Good IT skills including Microsoft Office	
Knowledge/ Experience	Experience of COSHH and infection control Experience of working in a patient facing environment	Knowledge of Hospice philosophy Knowledge of Hospice values
Skills & Abilities	Have a flexible approach to the working day Able to work independently and as a part of a team	
Personal Qualities	Able to demonstrate attention to detail Good interpersonal skills	
Other Requirements	Able to work flexibly, to meet needs of the post Physically active Able to work additional hours as required	