

Job Description

Job Title:	Head Housekeeper
Reporting to:	Head of Community and Hospice at Home Teams
Job purpose:	Our Vision is to make every day the best day possible for our patients and those closest to them in South Devon. As an integral part of the housekeeping team, you will deliver this by managing a small team of housekeepers ensuring a clean, safe, and comfortable environment for patients, visitors, and staff.
Our Values:	Honesty & Integrity Generosity of Spirit Respect Team Player

Key Roles and Responsibilities

Management

1. Manage a small housekeeping team to ensure provision of a comprehensive cleaning service in compliance with Rowcroft policies, procedures and practices, and Health and Safety regulations.
2. Responsible for all aspects of line management of the housekeeping team in accordance with Rowcroft's policies and procedures including recruitment, induction, team meetings, 1-2-1s, appraisals, training and managing performance and sickness absence.
3. Manage a rota to ensure that all areas of the hospice have adequate cleaning cover.
4. Ensure effective housekeeping stock control undertaking monthly stock takes of housekeeping stores. Placing orders for the housekeeping team, understanding the need to keep within the budget. Ensuring equipment and stock are safely stored and any defects are reported to the Estates Team and/or Health and Safety Lead as required.
5. Follow COSHH guidelines, ensuring the safe storage of chemicals and follow any risk assessments as directed.
6. Attend regular meetings with the Infection Prevention and Control Lead and attend the Health and Safety Committee.
7. Undertake audits of housekeeping service and environment audits as required and act as appropriate. Participate in wider audit assessments as required.



8. Promote safe systems of working compliant with Health and Safety and National accepted standards for e.g.: National Colour Coding.
9. Liaise with the Estates Team/Lead specifically in the generation, management and safe and accepted disposal of Clinical waste.

Housekeeping

1. Provide cover for the full range of housekeeping duties across all areas including on the ward, main house, Mildmay/Outpatients and Rainbow as required to meet service needs.
2. Co-ordinate completion of laundry through internal and external laundry services
3. Ensure all waste is disposed of safely and in accordance with Rowcroft policies and procedures.
4. Co-ordinate an annual deep clean of the ward, liaising with the estates team, clinical staff, ensuring that this is completed by the housekeeping team.
5. Provide a flexible attitude to urgent housekeeping requests and respond within a minimum timeframe of 15 mins.

Customer Service

1. Be a welcoming and friendly presence within all areas that you work within.
2. Support all colleagues to provide a seamless service which may include interacting with patients, families and visitors while carrying out your housekeeping role. Provide a safe and efficient working space for colleagues and identify any additional housekeeping tasks which may be required as a result of operational or patient activity.
3. Respect the privacy, dignity and confidentiality of patients and their families at all times.

Infection Control

1. Review infection control procedures with Professional Practice and Infection Prevention and Control Lead promote an awareness to infection control and ensure best practice.
2. Adhere to any infection prevention requirements and provide information, guidance, and support to colleagues to enable them to do the same.
3. Ensure/carry out the required legionella prevention measures as scheduled.



General

1. Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development need and ensure your mandatory and essential training is up to date.
2. Undertake continuous professional development and clinical supervision where appropriate. Help to create an environment that is continually critically questioning practice and promoting learning.
3. Take reasonable care for your own safety and the safety of others. Adhere to all health and safety requirements, including Covid-19 secure processes and procedures.

The list can never be exhaustive but covers most of the work you will be doing. What it can't replace is talent, initiative, and commitment to great customer service.

Infection Prevention

All Rowcroft employees both clinical and non-clinical are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections, including MRSA.

You agree to the following responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings.
- To take part in mandatory infection control training provided.
- To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including contacting Occupational Health for guidance.

This role has been identified as an on-site worker (works at a Rowcroft site for the majority of their working time).



PERSON SPECIFICATION

Head Housekeeper

Attribute	Essential Requirements	Desirable Requirements
Qualifications and Training	<ul style="list-style-type: none"> • Good general standard of education • Basic food hygiene certificate 	<ul style="list-style-type: none"> • Level 3 Award in Hospitality • Supervision and Leadership Principles or equivalent. Or willing to work towards
Knowledge and Skills	<ul style="list-style-type: none"> • Knowledge of COSHH and Infection Control principles • Knowledge of Health & Safety principles • Good communication skills • IT skills 	<ul style="list-style-type: none"> • Leadership and management qualification • Advanced communication skills
Experience	<ul style="list-style-type: none"> • Previous housekeeping supervisory experience. • Previous experience of stock management. • Knowledge of risk assessment • Knowledge of incident reporting principles. 	<ul style="list-style-type: none"> • Previous experience of housekeeping in a healthcare environment
Personal Requirements	<ul style="list-style-type: none"> • A good understanding of the purpose, values and strategy of Rowcroft Hospice. 	

