

JOB DESCRIPTION

Job Title:	Housekeeper
Team:	Care, Soft Services
Salary range/pay band:	£26,228 per annum
Reports to:	Catering Manager
Direct reports:	N/A
Hours:	37.5 per week, 5 days over a 7-day period
Contract:	Permanent
Location:	Christopher's Hospice, Guildford

Introduction to Shooting Star Children's Hospices

Shooting Star Children's Hospices

Shooting Star Children's Hospices provides specialist care and support to families who have a baby, child or young person with a life-limiting condition, or who have been bereaved. Rated 'Outstanding' by the Care Quality Commission, we support families across Surrey, north-west London and south-west London from diagnosis to end of life and throughout bereavement with a range of nursing, practical, emotional and medical care.

Our specialist care and support is free of charge to families and available 24 hours a day, 365 days a year. It includes specialist nursing in the community, symptom management and pain relief, overnight respite stays, end-of-life care, specialist bereavement care and a comprehensive range of therapies, groups and clinics for the whole family.

At the heart of what we do are our dedicated staff; their exceptional commitment and professionalism means every family has the opportunity to **make every moment count**.

It costs £12 million a year to run Shooting Star Children's Hospices. Just 30% of our funding comes from the government, so we rely on our supporters' generosity to keep the service running. We employ 175 members of staff, including 98 nursing and medical staff, and support around 700 families.

Introduction to Care Team

Shooting Star Children's Hospices Teams

Care Teams: The Care Teams are the heart of our organisation, consisting of dedicated nurses, healthcare assistants, and support staff. They provide compassionate and personalised care to children with life-limiting conditions, focusing on pain management, symptom control, and emotional support for both the child and their family. The Care Teams works closely with medical professionals to ensure holistic care is tailored to each child's needs.

Job Profile

a) Main purpose of job in delivering our strategy

Responsible for the day-to-day Cleaning of Christopher's

Reporting to the Soft Services Manager and liaising closely with staff and volunteers ensuring the ambience, hygiene, tidiness and presentation of the whole hospice is of a high quality and complies with all current legislation.

b) Main duties and key responsibilities

1. Cleanliness of hospice 85%

- Responsible for the cleanliness within the hospice to include family areas, therapy rooms, communal areas, bathrooms and offices.
- Responsible for the deep clean of the Soft Play Room.
- Comply with all relevant Shooting Star Children's Hospices policies

2. Consumable supplies 5%

- With the other housekeepers, manage the procurement and stock control of consumables and cleaning products.
- Identifying and researching housekeeping equipment for purchasing

3. Laundry services 10%

- To participate in the day to day running of the laundry facilities and linen room

In the course of your work, you are to bring to the attention of your manager:

- Any situation which reasonably could be considered to represent a serious or immediate danger, to the health and safety of any person.
- Any matter which reasonably could be considered to represent a shortcoming in the health and safety protection arrangements.

Work relationships

- Soft Services Manager
- Head of Care Systems
- Housekeeping Teams at Christopher's and Shooting Star House
- Hospice based staff
- Care Teams
- Non-Care Teams
- Families
- Volunteers

c) Other Requirements

- To undertake to comply with all relevant Shooting Star Children's Hospices policies
- The post holder will be required to apply for a Disclosure and Barring Service check
- The post holder must live within a commutable distance of the hospice

- To provide holiday cover for colleagues in the housekeeping team across both sites (Guildford and Hampton)

d) Mandatory Criteria

Other duties

The post holder will be working in a developing environment and they will therefore be expected to undertake other appropriate duties as required for the effective operation of Shooting Star Children's Hospices.

Professional Codes of Conduct

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate.

Health and Safety

The post holder will be responsible for health and safety in the area under their control and they must ensure that they are familiar with Shooting Star Children's Hospices policy on health and safety at work.

Mandatory Training

The post holder will attend all mandatory training relevant to their role

Our values and behaviours

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children and young people with life-limiting conditions, and their families. We require that all of our staff share our common values and display behaviors that will enable us to achieve our goals.

Our values and behaviours

We are <u>One Shooting Star</u> , when we...				
Values:	Work together	Create belonging	Keep evolving	Take pride
	Collaborate across teams and sites	Treat everyone with kindness and respect	Learn from each other and the world around us	Own what we do
Behaviours:	Give and receive constructive feedback	Value other perspectives	Act when change is needed	Follow best practice and maintain high standards
	Communicate clearly and openly	Recognise the contributions of others	Explore new opportunities	Celebrate the impact that we make together
Family benefit:	Our families feel held by a united team, reassured that we are with them every step of the way.	Our families experience a judgment free space where they are truly listened to, understood and respected.	Our families know we are always one step ahead, ready to help them navigate their darkest moments with confidence.	Our families can trust us to handle their safety, allowing them to create happy memories in the most difficult of times.

Shooting Star Children's Hospices is committed to ensuring the welfare and safety of children and young people. All staff members are expected to adhere to our safeguarding policies and procedures. This includes undergoing appropriate training, following reporting protocols for any concerns related to child welfare, and promoting a safe and supportive environment for children and young people. We are committed to equal opportunities and consider all applicants in line with the Rehabilitation of Offenders Act 1974. Before commencing employment, successful candidates will be required to provide satisfactory references and undergo a Disclosure and Barring Service (DBS) check.

Person Specification:

Qualifications	
Essential requirement	Desirable requirement
- No formal qualifications are required for this post. - Have a good understanding of English and Maths (written and spoken English).	
Experience	
Essential requirement	Desirable requirement
An excellent understanding of practical housekeeping work.	- Recent experience of housekeeping within a children's hospice or healthcare setting. - Experience of working with volunteers.
Knowledge and Skills	
Essential requirement	Desirable requirement
- A good understanding of hygiene levels required within a care facility. - Ability to communicate effectively. - Have a good working knowledge of COSHH and associated legal requirements. - Basic IT skills- word and excel.	
Personal Qualities / Competencies	
Essential requirement	Desirable requirement
- The ability to work independently and within a team. - An enthusiastic approach to work. - A professional and courteous manner toward families using the hospice is essential for this role.	

What we offer

Pension scheme

- NHS Pension Scheme (eligible employees)
- Stakeholder pension scheme
- Employee contribution 3.5%
- Shooting Star Children's Hospices contribution 4.5%
- Additional contributions – we will pay 1% above the contribution up to a limit of 7%

Annual leave

- 27 days plus Bank Holidays rising with length of service
- 2 weeks paid sabbatical leave after 5, 10 and 15 years' service

Contractual benefits

- Generous sick pay scheme
- Enhanced maternity, adoption, and paternity leave pay
- Flexible working arrangements
- Death in service benefits
- Reimbursed professional membership fees
- Employee referral scheme
- Blue Light discount card

Health and wellbeing

- Employee Assistance Programme
- Occupational Health
- Eye care
- Mental Health First Aiders

Equality, diversity and inclusion

Shooting Star Children's Hospice is committed to inclusion and diversity in everything we do. We know that getting things right is critical for us to live our organisation's values: Professionalism, Respect, Integrity, Diversity and Excellence.

We are always trying to improve our way of working to be more inclusive and equal. Our vision is for Shooting Star Children's Hospice to be a place where people of all backgrounds, groups and communities feel welcomed to work and volunteer.