St Joseph's Hospice
Serving East London and the City

# Domestic Assistant

## Vacancy Information Pack








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Your local hospice
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# A Message from Our CEO

Hello,

I'm delighted that you're interested in joining our team at St Joseph's Hospice. Founded in 1905 by the Sisters of Charity, St Joseph's is one of the oldest and largest hospices in the UK. We're proud of our long history and the vital role we play in providing specialist palliative care and support to people in our community who are living with life-limiting illness, all completely free of charge.

Working at St Joseph's means being part of a compassionate and dedicated team who care deeply about making a difference. Every person here plays a vital role in helping us deliver our exceptional care - not just to our patients, but their loved ones too. St Joseph's Hospice is committed to celebrating and being diverse and inclusive and maintaining a culture of equity.

Our Hospice is constantly evolving and adapting to meet the changing needs of our core boroughs, City and Hackney, Tower Hamlets and Newham. Having new people see us through fresh eyes always provides a welcome opportunity to reflect on our work and culture. We'd be thrilled to have you on board, helping us continue the important work we do for the people who need us long into the future.

Warm wishes,

Rachel

**Dr Rachel Black,**
**CEO**



# Our Mission

Our Mission is to provide compassionate, specialist palliative care to people in the diverse community of East London who are living with life-limiting illness.

We treat each person as unique, encouraging and enabling them to reach their full potential until the end of life.

Our care is provided free of charge to those who need it, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion and belief, sex and sexual orientation.

We listen to the patient and their family so that we can work together to manage pain and distress whether physical, mental, social or spiritual.

We encourage openness and honesty in communication to create an atmosphere of comfort and safety whether in the Hospice, in the patient's home or in the community.



# Our Core Values

**Our five Core Values are fundamental to how we live and work at the Hospice**. We constantly strive to improve by using our Values for guidance with regard to decision-making, ensuring quality, justice, compassion, advocacy and respect for all in relation to our patients and each other.




## Respect for Human Dignity

**We respect human dignity when we:**

- Respect the sacredness of life
- Care for the whole person
- Demonstrate unity of purpose, while recognising individual differences
- Value each person's contribution
- Act in a culturally appropriate manner

## Service/Quality

**We provide service when we:**

- Create an environment of welcome and hospitality
- Promote quality care and excellence
- Encourage and demonstrate team spirit
- Recognise the value of individual initiatives and ideas
- Show openness to constructive criticism and feedback

## Care of the Poor and Vulnerable/Advocacy

**We care for the poor and vulnerable when we:**

- Listen attentively to identify unmet needs
- Respond in a practical way to those in need
- Collaborate with others to share resources
- Create access to needed services
- Provide basic resources for daily living to those in need

## Compassion

**We show compassion when we:**

- Act with understanding and sensitivity
- Work cooperatively with others
- Are available to those we serve and to each other
- Respect and nurture the environment

## Justice

**We promote justice when we:**

- Act with integrity
- Respect the rights of others
- Take responsibility for our actions
- Preserve resources
- Provide quality without extravagance
- Demonstrate fairness in decision making



# Job Description

**Job Title: - Domestic Assistant x 3**

**Reporting to: - Housekeeping Supervisor**

**Working pattern: - 5/7 days Monday - Sunday**

**Contract: - Permanent**

**Annual leave: - 27 days plus Bank Holidays**

**Salary: Band 2 - £26,086.85 - £29,309.42**

**Apply for this role online:**

**https://www.jobs.nhs.uk/candidate/jobadvert/E0339-26-0024**

# Job Purpose

The Domestic Assistant plays a vital role in maintaining a clean, safe, welcoming and hygienic environment across the Hospice, supporting the delivery of high-quality patient care and enhancing the experience of patients, visitors, staff and volunteers. Working as part of the Facilities and Housekeeping Team, the postholder is responsible for ensuring that all clinical and non-clinical areas are cleaned and maintained to the highest standards, in line with Hospice procedures, infection prevention and control requirements, and health and safety regulations.

The role requires a proactive and flexible approach to housekeeping duties, contributing to a comfortable, dignified and reassuring environment for patients and their families during what can be a sensitive and important time. The Domestic Assistant will work collaboratively with colleagues across the Hospice to provide a consistent, responsive and efficient cleaning service, helping to ensure that the Hospice remains a safe, caring and professional setting for everyone who uses its services.



# Key Responsibilities

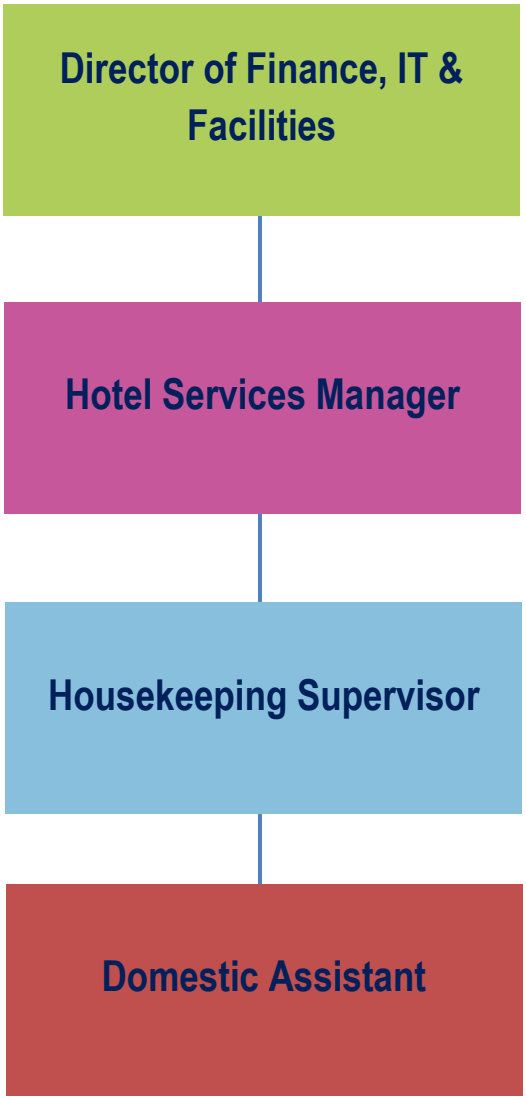
- Clean all clinical and non-clinical areas to the required standards set out in the Hospice Cleanliness Procedure (based on the NHS 2025 Cleanliness Standards).
- Carry out routine and enhanced cleaning in line with infection control requirements.
- Use the cleaning app tool to record tasks and standards and report any issues or concerns.
- Ensure that sufficient household stock is held in storerooms, and that COSHH stock is held safely and securely.
- Use cleaning equipment, machinery and chemicals safely and in accordance with COSHH and Health & Safety requirements.
- Carry out daily water flushing in all areas on the wards.
- Complete the fortnightly clean of 72-74 Mare Street (bathrooms and stairwells).
- Dispose of all waste bags and clinical waste bags across the Hospice, including the Accelerate area, into the outside bins.
- Report any defects on the Helpdesk.
- Play a key role in infection control, including the upkeep of infection control rooms and carrying out enhanced cleaning as required, in line with infection control protocols and procedures.

The post holder may be required to undertake other duties appropriate to the grade and nature of the role, as reasonably requested by their line manager.

# Person Specification

| Criteria | Essential | Desirable | How Tested |
|---|---|---|---|
| Experience of cleaning in a commercial, healthcare or care environment. | ✓ | | Application Form/Interview |
| Understanding of infection prevention and control and cleanliness standards (e.g. NHS cleanliness standards). | | ✓ | Application Form |
| Knowledge or willingness to learn COSHH and the safe handling and storage of cleaning chemicals. | | ✓ | Interview |
| Able to use a tablet or app to record cleaning tasks, or a willingness to learn. | | ✓ | Interview |
| Reliable and thorough, with the ability to work to a consistent standard. | | ✓ | Interview |
| Able to work flexibly on a 7-day rota, including bank holidays. | ✓ | | Application Form/Interview |
| Able to work as part of a team and on own initiative. | ✓ | | Interview |
| Physically able to carry out the duties of the role (standing, bending, pushing trolleys) with reasonable adjustments where appropriate. | ✓ | | Application Form |
| Able to conduct oneself in accordance with the Core Values of St Joseph's Hospice. | ✓ | | Interview |
| Understanding of the importance of confidentiality and data protection. | | ✓ | Interview |

# Department Structure



# Employee Benefits

## Employee Assistance Programme

The Employee Assistance Programme is a free, confidential helpline giving staff unlimited access to advice, information and support to deal with a variety of personal, domestic or professional issues that may be impacting you at work. The service is available 24/7, 365 days a year.

It helps you in tracking your health, includes fitness programmes, meditation, recipes, breathing exercises and much more.



## Freedom to Speak Up

**Speak up – we will listen.**

In accordance with our values as a Hospice and our duty of candour, our senior team and entire board of trustees are committed to an open and honest culture. We will investigate what you say and you will always have access to the support you need.

## Education and Learning

Your training and development is a high priority for us; we want to make sure you are confident and competent in providing the best possible service and playing a vital role in the organisations success.

We provide induction, statutory and mandatory, and on-the-job training. We also support independent study, coaching and mentoring, external training and e-learning, and we have a wide variety of resources available to assist your development.



## Pension

We currently offer a private pension with Standard Life. This operates on a salary exchange basis, which means your contributions will be taken out before tax so you will therefore be paying less tax at the end of the month. If you contribute the minimum of 5% then we will contribute 3%. If you contribute 6% or more we will contribute 7.5%. Speak to Payroll for further info.

We also offer continuation of the NHS Pension Scheme if you have paid into it in the last 12 months.

## BHSF Health Cash Plan

BHSF is a health cash plan designed to help you reclaim money towards everyday healthcare costs, such as prescriptions, dental treatment, eye care, and complementary therapies.




## Exclusive Employee Offers

You'll have access to a variety of discount platforms packed with great offers on top brands, everyday essentials, travel, entertainment, and much more.

- Blue Light Card
- Health Service Discounts
- Tickets for Good
- Benefit Hub

## Holiday Entitlement

Our standard holiday entitlement is 27 days plus bank holidays (pro-rated for part-time).

After 5 years of service at the Hospice or, 5 years proven service in the NHS, your entitlement goes up to 29 days plus bank holidays.

After 10 years it goes up to 33 days plus bank holidays!

## Free Santander Bike Hire

50% discount on annual subscription.

## Ride to Work Scheme

Save up to 42% on your new bike.

## Life Assurance

Pays 2x salary to your nominated beneficiary on death in service.

## Occupational Health

Prestige provide Occupational Health services for the hospice. The purpose of Occupational Health is to protect you, our staff, and ensure that the work you do does not in any way damage or compromise your health.

## Loans

We offer loans to cover the costs of public transport to and from work. This is available to all permanent employed staff after passing probation



# Keep Up to Date

You can stay up to date with all our current vacancies and discover how you can make a real difference to the lives of people affected by serious, long-term illness by joining the St Joseph's team.

Visit our website for the latest job opportunities:
**www.stjh.org.uk/jobs**

## Get in Touch

If you have any questions about applying, please contact our Recruitment Team at **Recruitment@stjh.org.uk**

You can also keep up with the latest news and updates from the Hospice on our website and social media channels:

**Website: www.stjh.org.uk**



**Facebook: @StJoHospice**



**Instagram: @stjohospice**



**LinkedIn: St Joseph's Hospice**



**X (Twitter): @StJoHospice**



**YouTube: St Joseph's Hospice London**

## Contact Details

St Joseph's Hospice
Mare Street
London E8 4SA
**020 8525 6000**



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**Advocacy Compassion Justice Quality Respect**

Charity No. 1113125

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