



Bicton Heath, Shrewsbury, SY3 8HS

Re : Housekeeping and Patient Experience Co-Ordinator – Shrewsbury

Thank you for your request for further information for the above mentioned post This pack includes the following :

- 1. Information to Candidates**
- 2. Equal Opportunities Monitoring Form**
- 3. Job Description**
- 4. Person Specification**

As you will be aware, this post will be offered subject to an Enhanced Disclosure provided by the Disclosure Barring Service

Having read the enclosed information, your completed application form should be returned to me at the address above by 18th October with interviews Friday 22nd October.

Thank you for the interest you have shown in this post.

Yours sincerely

Gaynor Lewis
HR Manager
Encs.

Severn Hospice – Housekeeping and Patient Experience Co-Ordinator – Shrewsbury

INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

1. MEDICAL

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

2. REFERENCES

No formal offer of employment will be made until we have received satisfactory references.

3. DISCLOSURE

Please note that, because of the sensitive nature of the duties the postholder will be expected to undertake, you are required to disclose details of any criminal record, and any offer of employment will be subject to an Enhanced Disclosure provided by the Disclosure Barring Service.

4. PROBATIONARY PERIOD

Your appointment will initially be for a probationary period of up to 6 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

5. SALARY

The hourly rate for this post is **£9.22- £9.79** depending on experience.

6. HOURS OF WORK

You will be contracted to work 30 hour (4 days) / 22.5 (3 days) working hours 8-4 pm varied days working every other weekend.

7. HOLIDAY

Holiday entitlement is 7 weeks per annum including bank holidays.

8. PENSION

The Hospice is able to offer ex NHS staff continuity of membership* into the NHS Superannuation Scheme. Please note, as a direction employer, the Hospice is not able to provide access to the NHS (Compensation for Premature Retirement) Regulations or the NHS (Injury Benefits) Regulations. All other NHS Superannuation scheme benefits are applicable.

(*Provided there is not a gap of more than twelve months between your last contribution to the scheme and applying to re-join it from the Hospice).

Severn Hospice Equality and Diversity Statement

Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any "unspent" convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become "spent" (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including "spent" convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service's Code of Practice for Registered Persons and other recipients of DBS information.

A copy of the Hospice's Equality and Diversity Policy is available upon request.

EQUALITY AND DIVERSITY MONITORING FORM

Severn Hospice wants to meet the aims and commitments set out in its Equality and Diversity Policy. To assist the Hospice in meeting this aim, we need to monitor the equality and diversity profile of the workforce. We also need to ensure that we fully comply with the Equality Act 2010. The Act sets out 9 'protected characteristics' – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This form is voluntary and will not be used as part of the selection process nor will it be seen by anybody who is interviewing you. The information collected is only used for monitoring purposes in an anonymised format to assist the organisation in analysing the profile and make up of individuals who apply, are shortlisted and appointed to each vacancy. Should you not wish to complete this form your application will not be prejudiced in any way.

Please can you complete the form and mark the box with an 'x', where applicable. Please place in a sealed envelope separate to our application form.

First Name:		Surname:	
Date of Birth:		Position applied for:	

Are you married or in a civil partnership?

Yes		No		Prefer not to say	
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ETHNICITY

White	British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background (please specify)	
Mixed/ Multiple Ethnic Groups	White and Black Caribbean	
	White and Black African	
	White and Asian	
	Any other Mixed/multiple ethnic background (please specify)	
Asian or Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian background (please specify)	
Black/African/Caribbean/Black British	African	
	Caribbean	
	Any other Black background (please specify)	
Other Ethnic Groups	Arab	
	Japanese	
	Any other ethnic group (please specify)	
Prefer not to say		

AGE

Under 16		35-39		55-59	
16-24		40-44		60-64	
25-29		45-49		65+	
30-34		50-54		Prefer not to	

RELIGION AND BELIEF

Buddhist		Jewish	
Christian		Sikh	
Hindu		No religion or belief	
Muslim		Prefer not to say	

GENDER

Male		Female		Transgender		
					Prefer not to say	

SEXUAL ORIENTATION

Heterosexual		Lesbian		Gay		Bisexual	
Prefer not to say							

DISABILITY

A disabled person is defined in the Equality Act 2010 as someone with a physical or mental impairment that has a substantial and long-term impact on their ability to carry out day to day activities. Examples are: mobility, manual dexterity, speech, hearing, seeing and memory.

The definition also covers HIV, Multiple Sclerosis and Cancer from the time of diagnosis, and progressive conditions from the point at which they have an impact on day to day activities.

The Hospice will consider making such adjustments as are reasonable in compliance with the Equality Act 2010.

Having read this do you consider yourself to be covered by the definition?

Physical Impairment	Yes		No		Prefer not to say	
Mental Impairment	Yes		No		Prefer not to say	

DECLARATION

The information you provide on this form will be used in anonymised form for the Hospice to internally record and monitor its progress against a number of indicators of workforce equality.

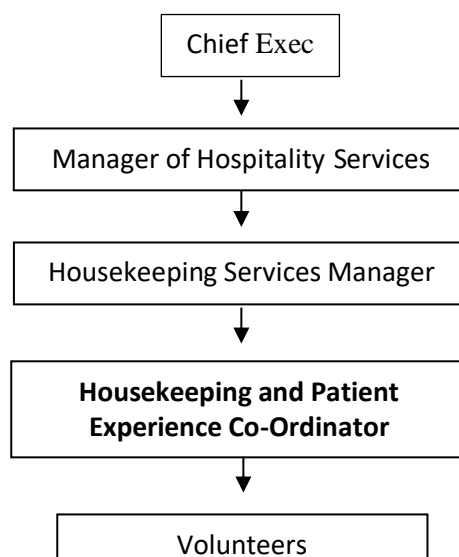
I agree to the use of my personal information as explained above

Signature:	Date:
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Housekeeping and Patient Experience Co-Ordinator Job Description

Post Title:	Housekeeping and Patient Experience Co-Ordinator
Reports to:	Housekeeping Services Manager
Purpose of the post:	<p>To provide patients and relatives with the best experience when visiting or residing at Severn Hospice. The post holder will liaise with patients, relatives and staff and be the primary Co-Ordinator between several departments including Catering, Laundry and ward staff so that we offer a 5* home from home experience to all of our guests.</p> <p>The postholder will be expected to work flexibly throughout the week including alternate weekends</p>

Organisation Position



Key Responsibilities

- Manage the preparation of patient rooms by coordinating and assisting Housekeeping Volunteers to add the final touches before arrival, ensuring each room has the 5* hotel feel.
- Manage the Housekeeping Volunteer rota ensuring maximum coverage throughout the week including weekends to ensure the service is always covered.
- Train Housekeeping Volunteers in all aspects of their role.
- Allocate tasks to the Volunteer team such as keeping communal areas tidy and welcoming; ensuring flower displays are kept at a high standard; showing patients and relatives how the technology works within their room.
- Welcome new patients and their families to Severn Hospice offering a tour of the facilities and working alongside ward staff to make sure every patient has a smooth transition in to the Hospice
- Work with the Housekeeping Services Manager and Manager of Hospitality Services to develop and maintain upkeep of the house keeping stations

- Working alongside the Housekeeping Volunteers, keep the housekeeping station tidy and clean eg. ensuring that washing up is kept on top of.
- Liaise with the Head of Housekeeping and Head of Catering to ensure all stock is kept filled and readily available
- To provide Barista style coffees and drinks for all our patients and relatives
- Organise a daily run to the local shop to collect orders placed by patients. (Newspapers, sweets, cigarettes etc) deploying Housekeeping Volunteers as necessary
- To assist in seasonal events taking place on wards
- To be always compassionate whilst remaining professional
- To organise occasional patient gatherings on the wards or in the gardens in liaison with the Manager of Hospitality Services
- To liaise with the catering team by ascertaining rooms service orders and help to serve breakfast and lunch at a time of convenience for the patient
- To work closely with housekeeping volunteers to ensure the service is always covered
- Work with Head of Housekeeping Services in the monitoring and controlling housekeeping procedures
- Advocate for the hospice's income generation department, acting as a link between the wards and members of the income generation team. With close guidance from the income generation team, provide patients, families, and visitors with initial information on ways to support our cause whenever an appropriate opportunity arises. Pass on any warm contacts to members of the income generation team in a timely manner
- Assist in the maintenance of a safe and healthy working environment by ensuring adherence to Severn Hospice Health & Safety Policies and Procedures
- Promote and incorporate equality and diversity in all aspects of the team's operations and in the public domain

Responsibilities and duties may include other tasks as determined by Housekeeping Services Manager and / or Manager of Hospitality Services.

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify the description when changes in the work situation occur

Supplementary Information and Requirements

All new Hospice employees are on a six months probationary period.

Health and Safety

In accordance with the Hospice's Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

Appraisal

All employees are required to participate in the Hospice's appraisal process (permanent contracts only).

Last updated Sep 21 (KB)

Person Specification- Housekeeping and Patient Experience Co-Ordinator

	Essential	Desirable
<p>Qualifications / Training</p> <p>Level of education necessary</p> <p>Professional and post basic qualifications</p> <p>Specialised training required for the post</p>	<p>Good general education</p> <p>Excellent communication and interpersonal</p>	<p>NVQ level 1 or 2 in Housekeeping, meet and greet or customer service</p>
<p>Experience</p> <p>Length, type and level of post related work experience required (additional or alternative to qualifications above)</p>	<p>Experience in a similar role or environment or direct customer service facing</p>	<p>Be enthusiastic and meticulous and be able to maintain our reputation by helping to create a hotel inspired environment.</p>
<p>Skills and Knowledge</p> <p>Range and levels of skills</p> <p>Depth and extent of knowledge required</p>	<p>To be self-motivated, conscientious good at solving problems and communicating with a variety of different people</p>	<p>Be aware of the responsibility to report any accidents, untoward incidents, hazards and unsafe equipment</p> <p>A focus on high standards of Health and safety</p>
<p>Aptitudes and attributes</p>	<p>Good team player</p> <p>Flexible approach to work</p> <p>Able to work under own initiative</p> <p>Good interpersonal and communication skills</p> <p>Willing and able to take on responsibility as and when required</p>	<p>Excellent customer service skills</p> <p>Ability to prioritise workload</p> <p>Sense of humour</p>
<p>Other requirements</p>	<p>Prepared to work every other weekend</p>	<p>Being respectful and courteous when dealing with patients, relatives and other public and professional people</p>