

**Job Description**

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| **Post Title:** | ***Steward*** |
| **Reports to** | Estates Manager |
| **Purpose of the post:** | Working as part of a team in a multi-disciplinary environment the role involves undertaking a range of duties associated with the operational requirements of the Hospice premises and infrastructure, portering, driving, basic maintenance, health and safety, security etc.  The Steward is to be generally flexible by undertaking new duties or accepting revised duties which may arise as a result of changes in Hospice operations or new developments. References to the Hospice in this document include all locations where services are provided.  The post holder will be expected to:   * Help to create a good working atmosphere and recognise the importance of patient and staff needs. * Maintain good inter-personal relationships with all groups of staff within the Hospice, and with outside agencies with links to the Hospice * Be a good team worker * Be a person who takes pride, care and attention to detail in fulfilling their responsibilities. |

**Organisation Position**

Head of Hospitality and Estates

Estates Manager

Steward

**Key Responsibilities**

* Operating a system for the routine maintenance of the oxygen supply system and ensuring that prescribed safety limits are adhered to and up to date records are maintained.
* Undertaking basic maintenance as directed by the Estates Manager. To accept responsibility for the Hospice’s Property Maintenance Programme (PMP) in conjunction with the maintenance department.
* Carrying out health and safety checks and associated record keeping.
* Ensuring that the premises are clean, tidy and well presented.
* Maintenance of the general up-keep of the grounds; sweeping and collecting litter etc. from paths and entrance areas to the Hospice
* Ensuring the general security of the building and grounds for the protection of personnel working in the Hospice.
* General driving duties, routine vehicle safety checks, cleaning and mileage records.
* Cleaning duties as instructed by the Estates Manager
* To respond to emergency call outs when available to do so. Emergency out of hours call outs will be at an agreed enhanced rate of pay.
* Delivery of food trolleys to the Day Unit and Ward area and their return to the kitchen.
* Delivery of mail and clerical data within the unit.
* Collection of drug boxes and delivery to the nurse in charge. Collecting orders from pharmacy, chemist, delivering blood samples, etc.
* Supporting events for fundraising and Hospitality
* Securing the building and outbuildings.
* General escort duties of a routine and non-routine nature including patients and visitors.
* Effective operation of the General Stores and maintenance of stores records etc. under the guidance of the Estates Manager
* Preparing rooms/equipment for meetings and functions and providing assistance at social functions when required as per the weekly bookings sheet.
* In the absence of the Estates Manager, maintaining a close liaison with outside contractors on site to enable the unit to run smoothly and ensuring compliance with health and safety procedures.
* In the absence of the Estates Manager liaising with the Head of Hospitality and Estates
* General maintenance of Grounds.
* Running general errands
* Collection and delivery of goods.
* Ensuring safe storage of clinical and other waste pending collection.
* Fire alarm testing.
* Emergency lighting checks.
* Minor repairs to equipment on the instructions of the Estates Manager
* Promote and incorporate equality and diversity in all aspects of the team’s operations and in the public domain

The above job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to discussion between yourself and your manager and be within your level of competence.

**Supplementary Information and Requirements**

All new Hospice employees are on a six month 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: January 2023 kb*

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications / Training**  Level of education necessary  Professional and post basic qualifications  Specialised training required for the post |  | Manual handling training  Handling and operation of oxygen cylinders |
| **Experience**  Length, type and level of post related work experience required (additional or alternative to qualifications above) |  | Previous work in care homes or hospitals |
| **Skills and Knowledge**  Range and levels of skills  Depth and extent of knowledge required |  | Basic home maintenance  Basic vehicle maintenance |
| **Aptitudes and attributes** | Good team player  Flexible approach to work  Able to work under own initiative  Good interpersonal and communication skills  Ability to maintain records  Willing and able to take on responsibility as and when required | Sense of humour |
| **Other requirements** | Full valid driving license  Prepared to work flexible hours including weekends and bank holidays  Minimum age 25 years (Insurance policy restrictions) |  |