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**Job Description**

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| **Post Title:** | **Weekend Ward Housekeeper - Telford** |
| **Reports to:** | Housekeeping Manager |
| **Purpose of the post:** | The main purpose of this role is to work with the weekend housekeeping volunteers to provide patients and relatives with the best possible experience when visiting or residing at Severn Hospice. The post holder will provide a “guest relations” level of hospitality to patients and relatives alike liaising with other Hospitality services to provide a home from home experience to all of our guests.  The postholder will attend to our patient’s non-clinical requests, building rapport with them and anticipating their needs during their time at the Hospice.  Another key responsibility is to ensure that the ward’s kitchen, linen cupboard and medical stores are thoroughly stocked and tidied in preparation for the forthcoming week. |

**Organisation Position**

Head of Hospitality and Estates

Postholder

Housekeeping Manager

**Weekend Ward Housekeeper**

Housekeeping

Volunteers

**Key Responsibilities**

1. **Ward Housekeeping**

* To replenish both ward linen cupboards and tidy contents as necessary with laundry items.
* To replenish ward medical stores from backstock available and note any items that need ordering.

1. **Hospitality**

* Manage the preparation of patient rooms by coordinating and assisting Housekeeping Volunteers to add the final touches before arrival, ensuring each room has a welcoming feel.
* To work with the rest of the team to further develop and improve the patient experience.
* Train Housekeeping Volunteers in all aspects of their role.
* Allocate tasks to the Volunteer team such as keeping communal areas tidy and welcoming patients and visitors; 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 working alongside ward staff to make sure every patient has a smooth transition in to the Hospice.
* Working alongside and provide direction to the Housekeeping Volunteers to ensure the ward kitchen is tidy and clean eg. ensuring that washing up is kept on top of.
* To spend time with patients and visitors as appropriate

1. **Catering**

* To lead lunch service with support from volunteers and Nursing Assistants.
* To liaise with the catering team by ascertaining and delivering room service orders.
* Liaise with the Kitchen staff to ensure all ward kitchen stock is kept filled and readily available.
* To provide refreshments for patients and relatives
* To wash up cutlery and crockery as required delivering and collecting trolley from kitchen as necessary

1. **Miscellaneous**

* To always be compassionate whilst remaining professional during the shift.
* 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.
* To attend meetings as required

Responsibilities and duties may include other tasks as determined by Housekeeping Manager

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 month probationary period.

A DBS Disclosure will be requested in the event of an individual being offered the post.

***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 April 2024*

**Person Specification- Weekend Ward Housekeeper**

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|  | Essential | Desirable |
| **Qualifications / Training**  Level of education necessary  Professional and post basic qualifications  Specialised training required for the post | Good general education | Food Hygiene qualification |
| **Experience**  Length, type and level of post related work experience required (additional or alternative to qualifications above) | Customer service experience | Experience in a similar role or environment |
| **Skills and Knowledge**  Range and levels of skills  Depth and extent of knowledge required | To be self-motivated, conscientious good at solving problems and communicating with a variety of different people  Familiarity with hospitality standards  Attention to detail |  |
| **Aptitudes and attributes** | Experienced team player  Excellent customer service skills  Enthusiastic and meticulous  Good sense of humour  Flexible approach to work  Able to work under own initiative  Excellent interpersonal and communication skills  Willing and able to take on responsibility as and when required  Resilience when dealing with emotionally sensitive situations  Being respectful and courteous when dealing with people |  |
| **Other requirements** | Satisfactory DBS certificate (Severn Hospice will organise necessary documentation) | Access to own transport  Willing to work additional hours |