

JOB DESCRIPTION



Job title:	Housekeeper
Department:	Housekeeping
Responsible to:	Housekeeping Lead
Grade:	SMH Band 2

Job Purpose

Provide domestic cleaning, general linen service and catering support whilst maintaining the highest standard of hygiene at all times.

You will actively engage with colleagues, patients, patient's families and carers, volunteers and visitors.

Main Duties and Responsibilities

Clinical

Understand and promote infection control practices and policies.

Assist, as necessary, to ensure the nutritional intake of a patient is maintained.

Be responsible and accountable for standard of work.

Follow guidelines for safe systems at work and maintain a safe environment for colleagues, patients and visitors.

Participate in and contribute to service development, evaluation and changes.

Learning and Development

Undertake all statutory and mandatory training, as required.

Positively commit to staff appraisals, performance and competencies reviews to ensure personal professional development.

Professional

Work to maintain the values, vision and aims of St. Michael's Hospice.

Practice and promote patient confidentiality at all times.

Practice safely, within hospice policies, procedures and guidelines.

Demonstrate efficient time management and flexible attitude to working patterns.

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Work within the limits of your own competency and responsibility and refer areas that are outside of your competency to the Housekeeping Supervisor.

Be willing to work across departments to meet demands of service needs.

Treat everyone with respect and dignity.

Communication

Communicate respectfully in an open, accurate, straightforward and confidential way with colleagues across the organisation.

Verbally alert the nurse in charge to any urgent or sensitive matters or escalate to the appropriate level, if appropriate.

Proactively share information to identify and reduce risk to patients and staff.

Let the Housekeeping Lead know of any non-urgent issues, concerns or ideas.

General Responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.
- Undertake all statutory and mandatory training, as required.
- To be conversant with and adhere to all St. Michael's Hospice Policies and Procedures.
- Be responsible for upholding and promoting St. Michael's Hospice safeguarding policies, ensuring the safety and well-being of all individuals, and promptly reporting any concerns or incidents in accordance with established procedures.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.
- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

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Reviewed by:	Georgina Grace, Finance Director	Date:	04-2026
Signed by employee:		Date:	