

St Cuthbert's Hospice



*Making every day count since 1988*

# Application Information Pack



**Job Title: Housekeeper REF: HK1123**

**Closing Date 24/11/23 | Interview Date TBC**

If you have not heard from us by 30/11/23, please assume you have not been shortlisted.

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Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of Housekeeper.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advise. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count. We are highly regarded for our quality of care and were the first Adult Hospice in the UK to be graded 'outstanding' by Care Quality Commission (CQC).

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 8 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

**Paul Marriott**  
Chief Executive.

# About Us

## • Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

## • What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

## • Our Mission

To make every day count for those affected by life-limiting illnesses.

## • Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

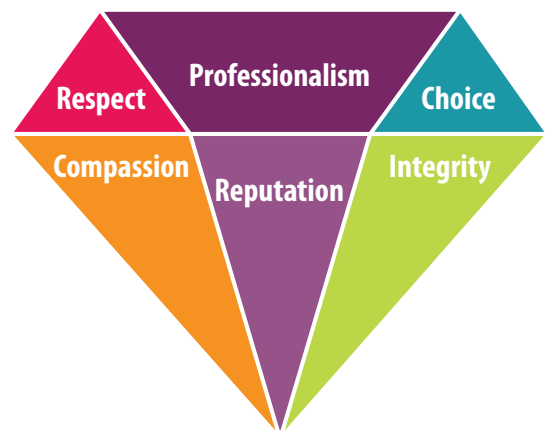
## • Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

## • Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.





# About Us

## • Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

## • Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that careers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



## About The Role

An exciting opportunity has arisen for a Housekeeper with the skills and experience to join the team at St Cuthbert's Hospice. The successful candidate will work within the IPU to provide a safe and appropriate environment for patients and families. They will maintain an excellent standard of cleanliness within the IPU, to ensure Infection Control cleaning is maintained. They will be a team player and have the ability to work as part of a team and have an awareness of health and safety.

You will be required to possess excellent communication skills, be motivated, passionate and have a positive and enthusiastic attitude. You will be expected to be adaptable and to work with flexibility to cover the needs of the service. The role also involves a high degree of physical work.

## Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

“I feel privileged to work at the Hospice.”

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

# Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

## How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

**Susan McAleer – Guest Services Manager 0191 3861170**

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



# Job Description

## Housekeeper

**Department:** Guest Services

**Grade:** 1

**Responsible to:** Guest Services Manager

**Hours:** 15 hours per week

**Salary:** £21,313 pro rata per annum

**Contract:** Permanent

### Aim

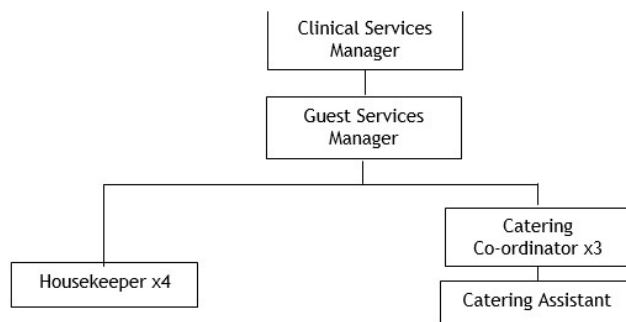
Responsible for providing general housekeeping services to clinical and non-clinical areas of the Hospice ensuring high standards of cleanliness are maintained.

To work as part of the multi-disciplinary team in providing a safe and appropriate environment for patients and families.

Provide an excellent standard of cleanliness and tidiness within the IPU environment to ensure Infection Control cleaning is maintained.

Perform all cleaning and domestic duties in the Hospice as may be required.

### Organisational Chart



### Key Responsibilities

#### Communication and relationships

- Maintain good communication across all departments with staff, volunteers, patients and visitors.
- Report any equipment or fittings that require maintenance in line with Hospice procedures
- To work as part of the IPU team to ensure that an excellent standard of cleanliness and tidiness is maintained. This includes clinical areas, all medical equipment and additional equipment appropriate to clinical place of work.
- Liase with appropriate staff to ensure that the schedule of cleaning is maintained to meet the standards within the department.

#### Analytical and judgemental skills

- Judgements involving straightforward job related situations
- Prioritise cleaning tasks of the IPU in order to deliver a clean working environment,



## Planning and organisational skills

- Clean all areas as detailed in the cleaning schedule and instruction from the Guest Services Manager or Nurse in charge.
- Ensure the patient bedrooms / communal rooms are cleaned daily and kept clean and tidy to ensure a safe environment.
- Ensure that following discharge, all rooms are deep cleaned in line with Infection Control policies.
- To support with the laundry, ensuring linen levels are maintained, ensuring,adequate supply is available, tidy and ready for use.
- Ability to plan ahead to ensure efficient running of the IPU in terms of meeting cleaning standards.
- Carry out quality spot checks through the working day and rectify any issues found.

## Physical skills

- Normal cleaning duties that will be obtained through practice and practical training.
- Carry out laundry procedures as and when instructed.
- Ability to move cleaning equipment using physical effort,
- Ability to manipulate trolleys and all types of cleaning equipment (electrical and manual).

## Patient/Client Care

- Assists patients/relatives providing ancillary services and awareness of special requirements when working in patient bedrooms.
- Ensure that personal privacy, dignity and confidentiality relating to all aspects of patient care is met.

## Policy and Service Development

- Be aware of the Health and Safety policies and the requirements of COSHH
- Adhere to Infection Control protocols in relation to cleaning and decontamination processes and ensure regular link to infection control group to ensure guidelines are followed.
- Comply with Hospice policies and procedures.
- May comment on proposed change which applies to own area of work.

## Financial and Physical Resources

- Maintain cleanliness and appropriate storage of all equipment and furnishings within the IPU.
- Exercise personal duty of care when using expensive equipment i.e. carpet cleaner / window cleaner.
- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met

## Human Resources

- Responsible for providing advice and support to new or less experienced employees in own area of work.
- Attend mandatory training and training courses related to duties of the post ensuring regular updating
- Maintain confidentiality in relation to all work matters.
- Work closely with the IPU staff to ensure cleaning standards are met.
- Be aware of and adhere to Hospice policies, procedures and guidelines.

## Information Resources

- Records personally generated information for own work area.
- Maintain all cleaning records and audits are completed.
- Complete all relevant paperwork for own role and IPU.

## Research and Development

- Continually look for ways to improve the quality of the service one provides to guests, patients, visitors, volunteers and staff.

## Freedom to Act

- Works within established procedures and work is supervised.
- Able to use initiative under readily available guidance.



## Effort & Environment

### Physical

- Ongoing light physical effort will be required for vacuuming and carpet cleaning.
- Standing throughout the working day.
- Frequent requirement to exert moderate, physical efforts for long periods during shift.

### Mental

- Care and attention must be applied at all times when working in areas with staff patients and volunteers in particular to keep a safe working environment.

### Emotional

- Occasional exposure to distressing or emotional circumstances when working on the In Patient Unit.

### Working Conditions

- Occasional exposure to unpleasant working conditions.
- The post holder may be in contact with patient bodily fluids on a day to day basis and must use provided PPE and precautions to safeguarding themselves, colleagues and patients.

### Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

### Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

### Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

### Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

### Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

**Note:** This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

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## Job Description Agreement

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

# Person Specification

<b>Post Title:</b> Housekeeper		<b>Grade:</b> <b>Department:</b> Clinical		
<b>Criteria relevant to the job</b>	<b>Essential</b> Requirements necessary for safe and effective performance in the job	<b>Method of Assessment</b>	<b>Desirable</b> Where available, elements that contribute to improved/immediate performance in the job	<b>Method of Assessment</b>
Qualifications and Training	General standard of education Literacy and numeracy	Application form	Relevant COSHH qualification Willing to develop skills and abilities. Holds a recognised cleaning qualification or be willing to work towards. Inhouse coaching/training towards BCSI	Application form Certificates
Experience	Previous experience in the full range of cleaning duties in a similar environment.	Application form	Previous experience working within a clinical environment.	
Skills and Knowledge	Ability to work in an organised and methodical manner Good communication skills Able to work with minimum supervision Able to exert moderate, physical effort for long periods	Interview		
Personal Attributes	Willingness to take personal responsibility for standard of work Work as part of a team or alone Ability to work unsupervised to prioritise work and manage work load Pleasant and polite manner Able to evidence behaviour consistent with the Hospice values of professionalism, choice, integrity and reputation	Interview		
Special Requirements	Ability to work sympathetically around patients and visitors Able to consistently achieve a high standard of cleanliness and careful attention to detail in work undertaken	Interview		

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

### **Accessible Information**

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



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St Cuthbert's Hospice, Durham is registered by the Charity Commission  
as a Charitable Incorporated Organisation.  
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