**Primrose Hospice & Family Support Centre**

**Job Description**

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| **Job Title:** | **Hospice Cleaner** |
| **Reports to:** | **Chief Operating Officer** |
| **Hours:** | **12.5 hours per week (Monday – Friday)** |
| **Salary:** | **£7,958 Actual / £23,875 FTE (effective April 2025)** |
| **Location:** | **Primrose Hospice, St Godwald’s Road, Bromsgrove, B60 3BW** |

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| **Purpose of the Post** |
| * The post holder will be responsible for maintaining the cleanliness and safety of the Hospice buildings, recognising in particular the importance for patients of a well-presented and attractive environment. |

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| **Main Operational Duties & Responsibilities** |
| * To provide a safe, clean and welcoming environment for patients, clients, staff and visitors to the Hospice including but not limited to patient rooms, clinics, toilets, bathrooms, offices, reception, kitchen, pantry and communal areas. * To clean areas and equipment in accordance with cleaning schedules following set standards as affirmed by the Chief Operating Officer and / or Head of Clinical Services in line with CQC requirements. * To undertake deep cleaning duties when required, including but not limited to furniture, carpets, pantry and internal windows. * To empty bins across the Hospice on a daily basis ensuring general waste and recyclable materials are disposed of separately in line with the Hospice’s waste management processes. * To ensure economical and safe use and storage of agreed cleaning supplies and equipment. * To replenish cleaning supplies as required including, but not limited to, hand soap in toilets and anti-bacterial gel in communal areas. * To report low stocks and equipment breakages to the Chief Operating Officer. * To ensure full confidentiality is maintained at all times and that any information obtained during the course of employment is not released to anyone other than those acting in an official capacity. * To comply with Health and Safety processes including the safe use of all cleaning products relating to COSHH. * To record information as required by the Hospice’s Infection Control and Premises Maintenance Procedures. * To report any equipment or premises defects to the Chief Operating Officer and / or the Facilities Manager. * To undertake any other duties as required by the Chief Operating Officer in line with the operational needs of the Hospice. |

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| **Key Working Relationships** |
| * Line Manager / Chief Operating Officer * Head of Clinical Services * Facilities & Maintenance Manager * Senior Leadership Team * All other staff * Volunteers * Trustees * Service users |

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| **Working Conditions / Environment** |
| * There may be infrequent contact with service users and / or supporters who are experiencing considerable emotional distress. |

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| **General** |
| Job Description Limitations  The post holder is expected to undertake any other duty within their ability and within reason, as may be required from time to time, at the direction of their line manager. This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in the job and has to be flexible to cope with the changing needs of the job and the Hospice.  Training & Review  All employees will undertake and comply with mandatory training requirements, ensuring training is up to date at all times. Staff will attend and contribute to regular 121’s with their line manager and comply with the appraisal process.  Assistance  The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist at any time, the post holder will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. The post holder will also ensure good communication and be mindful of their responsibility towards that volunteer in terms of Health and Safety.  Confidentiality  Employees must be aware of the confidential nature of the Hospice environment. Any matters of a confidential nature, relating to patients, carers, relatives, other service users, staff or volunteers must not be divulged to any unauthorised person.  Data Protection  The post holder must make themselves aware of the requirements of the Data Protection Act and General Data Protection Regulation and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.  Health and Safety  Employees are required to take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions. Employees must ensure that statutory regulations, policies, codes of practice, safety and good house-keeping rules are adhered to, attending training sessions as required.  Hospice’s Core Purpose  It is expected that staff will be committed to the core purpose of the Hospice and will act as an ambassador for the Hospice, actively promoting it throughout their role. It is also hoped that as the Hospice is heavily reliant on charitable donations, staff will support promotional activities where possible showing support to colleagues in the spirit of team working.  Other  All employees are expected to:   * work within Hospice’s policies and procedures * take responsibility for the quality of their work * observe a duty of care in relation to equipment and resources used in the course of their work * participate in and contribute to staff meetings * behave in a professional manner, reflecting and maintaining Primrose’s core values * demonstrate a commitment to their own development, taking advantage of educational and training opportunities and developing their own competence * support and encourage harmonious internal and external working relationships. |

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| **Job Holder’s Name:** |  |
| **Job Holder’s Signature:** |  |
| **Line Manager’s Name:** |  |
| **Line Manager’s Signature:** |  |
| **Date Agreed:** |  |

Primrose Hospice & Family Support Centre is committed to an equal opportunities approach in everything we do.

This means that we seek to ensure anyone connected with Primrose Hospice, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.