



## **JOB DESCRIPTION**

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|--------------------|---|
| <b>Job Title:</b>  | Bank Housekeeper/Catering Assistant           |
| <b>Location:</b>   | Southern Area Hospice, St John's House, Newry |
| <b>Salary:</b>     | Band 2 (enhanced rate for weekends)           |
| <b>Reports to:</b> | Supervisor on Duty.                           |

### **Main Purpose of Job**

As a member of the relief team, you will assist in maintaining the high standards of hygiene and cleanliness in Hospice premises, including our Inpatient Unit, Day Therapy Centre, and Offices. When assigned to work in the Catering Department you will assist the cook in the day-to-day operation of a busy kitchen.

### **Duties and Responsibilities**

- Assist with cooking duties, answer telephone, serve staff meals, cleaning duties.
- To maintain high standards of cleanliness, hygiene, and infection control in all areas.
- Carry out standard and deep cleaning duties using floor polisher, washing machines and other equipment. (Training can be provided)
- Follow cleaning schedules as directed.
- Maintain accurate written records.
- Basic laundry duties including sort, bag, and count laundry.
- Observe correct use and care of cleaning materials and equipment.

### **General Responsibilities**

- Follow the work schedules laid down within the time limits specified.
- Attend and adhere to Fire, Moving and Handling training. and adhere to all policies and procedures.
- Ensure a high standard of personal hygiene and neatness in uniform and adhere to uniform policy at all times.
- To observe and maintain confidentiality at all times.
- Adhere to the procedures regarding skin care and all other matters relating to health and safety as set out in the staff handbook.

### **Communication**

- Attend meetings with Line Manager as requested.
- Co-operate with staff from other departments in matters of mutual concern.

### **Health & Safety**

Under the Health and Safety at Work (NI Order 1978, you are required to take all reasonable steps while at work to ensure your own health and safety and safety of those who may be affected by your acts or omissions at work. You are also required to co-operate fully with regard to the implementation of health and safety arrangements and should not interfere with or misuse anything provided in the interests of health, safety, or welfare at work. You must familiarise yourself with and comply with all health and safety policies which are relevant to your area of work.

### **Equal Opportunities**

SAHS operates an equal opportunities policy in accordance with the Fair Employment (NI) Acts 1976 and 1989, the Sex Discrimination (NI) Order 1976, the Disability Discrimination Act 1995 and the Race Relations (Northern Ireland) Order 1997. All employees have a responsibility to be familiar with policies on equal opportunities and to help ensure a working environment in which the dignity of all fellow employees is respected.

### **Values and Behaviours**

Employees of Southern Area Hospice are required to promote and support its core values: Dignity, Compassion, Integrity, Innovation, Excellence and Equality

#### **Employees are expected to:**

- ◆ Always operate with honesty and integrity.
- ◆ Show respect for and a sensitivity towards all those you meet in your working day.
- ◆ Always maintain the highest level of confidentiality.
- ◆ Actively develop yourself and others where possible.
- ◆ Participation in corporate or fund-raising events is encouraged to enable all employees to support their team and make a personal contribution to the success of the charity.
- ◆ Operate with tact, patience and diplomacy and maintain a sensitive and professional approach towards colleagues and service users.

*This job description will be reviewed in the light of new developments. It should not be regarded as restrictive or definitive but acts as a broad guide to the demands of the post.*

## Personnel Specification

| CRITERIA                        | ESSENTIAL  | DESIRABLE   |
|---------------------------------|--|---|
| <b>Knowledge and Experience</b> | <ul style="list-style-type: none"> <li>• Experience of cleaning and maintaining a house domestically or in a commercial setting such as hospitality, charity, schools etc</li> <li>• Understands the importance of high cleaning standards within a health care setting</li> </ul>   | <ul style="list-style-type: none"> <li>• Level 2 Food Hygiene certificate</li> <li>• Previous working knowledge of infection control</li> <li>• Understanding of H &amp; S and COSHH</li> </ul> |
| <b>Skills</b>                   | <ul style="list-style-type: none"> <li>• High attention to detail</li> <li>• Adaptable and flexible with a positive working attitude</li> <li>• Good verbal and written communication skills, with the ability to interact well with others.</li> <li>• Ability to prioritise and manage tasks.</li> <li>• Basic IT skills</li> <li>• Have good organisational and time management skills</li> <li>• Can remain professional at all times</li> </ul> | <ul style="list-style-type: none"> <li>• Experience in using cleaning equipment and materials</li> </ul>  |