

HOUSEKEEPER

Job description



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|---------------------------------------|------------------------|
| Hours per week | |
| Contract type: | Permanent |
| Directorate: | Services & Influencing |
| Reporting into | Accommodation Manager |
| Colleagues reporting into role | None |
| Location | |
| Salary | |
| Job Level | Operative |

About the role

Young Lives vs Cancer fights tirelessly to stop cancer destroying young lives. We provide grants and free accommodation close to hospital to help with spiralling costs. Our social care teams are on hand to help families with everything from getting benefits to working with schools and employers.

We provide practical and emotional support to mitigate the impact of a cancer diagnosis and support during their cancer journey via expert needs led interventions. And as a key member of the integrated Social Work Service within the Services and Influencing Directorate, you will play a crucial role in providing a high quality and efficient service to children, young people and families diagnosed with cancer.

As a key member of the Accommodation Services Team, Housekeepers play a crucial role in helping to ensure the Accommodation site/s is/are clean, safe and a welcoming hub for children and young people with cancer and their families. We offer accommodation to families whose children or young people (0-24years) are being treated for a cancer diagnosis.

This role is subject to a criminal record check. In the event of a successful application an enhanced criminal record check will be completed.

What will I be doing?

Services Provision

- To carry out all responsibilities in line with the Accommodation Service Specifications and relevant Accommodation policies and procedures e.g. Health and Safety and Safeguarding;
- To carry out all cleaning duties within the Accommodation site to appropriate standards;
- To ensure regular laundering and maintenance of all linen;
- To ensure proper and economic use of all cleaning materials/cleaning equipment and assist with the ordering of cleaning materials/cleaning equipment;
- To support volunteers in their duties;
- To provide occasional support to visitors or contractors at the Accommodation site, as delegated by the Accommodation Manager;
- To remain vigilant in identifying areas where service may not be meeting the needs of families and reporting to the Deputy and /or Accommodation Manager;
- To keep up to date with current developments within the charity and participate in training, supervision and staff meetings as required;
- To engage with brand and or fundraising activities, as directed by the Accommodation Manager.

Children, Young People and Family Support

- To contribute to the caring environment by behaving in a respectful, sensitive and supportive manner to all family members, whilst maintaining appropriate boundaries;
- To maintain confidentiality of personal and sensitive data with which the post holder comes into contact.

Community Model

- To provide occasional support for Accommodation site events, including helping with room set up and clear up.

Additional Responsibilities

Everyone working in the Services & Impact directorate needs to make sure they:

- Make safeguarding a priority;
- Actively challenge injustice and inequality and promote Young Lives vs Cancer's Diversity, Equity, Inclusion and Belonging agenda to create a better, more diverse and inclusive organisation;
- Ensure the voice of young cancer patients and their families are involved in your work at all opportunities and take an active role in amplifying their voices internally and externally;
- Accept that you are personally responsible and accountable for ensuring you understand and adhere to all Young Lives vs Cancer policies and procedures;
- Ensure that you treat information and data professionally, using it only for the purposes that Young Lives vs Cancer has said it would; respecting the confidentiality and privacy of its supporters, service users and staff;
- Be an active team member, regularly attending team meetings and contributing to shared learning and development;

- Recognise that Young Lives vs Cancer is a charity, being an active employee in supporting and facilitate income generation;
- Recognise that you're an employee of Young Lives vs Cancer and represent the organisation, being aware of key messages;
- Embrace volunteering and ensure Young Lives vs Cancer is a great place to work;
- Undertake any other reasonable duties as directed by or agreed with your line manager.

What we're looking for

Experience

- Previous experience of domestic or commercial cleaning and hygiene requirements;
- Knowledge of Health & Safety requirements in relation to the use and storage of cleaning materials and reporting faults and damages
- Experienced in knowing when to communicate with your line manager, i.e. when something does not feel right or if something doesn't go to plan.

Knowledge and skills

- Firm grasp of general and enhanced cleaning methods and techniques;
- Proficient use of different types of cleaning equipment;
- Willingness to maintain confidentiality;
- Highly organised with attention to detail;
- Ability to deal promptly and courteously with colleagues and service users;
- Good interpersonal skills, including customer care;
- Sensitive to the needs of service users including when families do not wish to interact;
- Be able to work on your own initiative and as part of a team;
- Capable of meeting the physical demands of the job;
- Positive and professional attitude;
- Willing to be flexible with work duties, arrangements and hours;
- Occasionally working unsociable and additional hours as necessary;

Behaviours

- You actively seek and provide feedback and consider other people's experience of working with you;
- You take ownership of your personal development;
- You build good internal and external working relationships;
- You identify and celebrate success in your team;
- You actively challenge injustice and inequality and promote Young Lives vs Cancer's [Diversity, Equity, Belonging & Inclusion strategy](#) to create a better, more diverse and inclusive organisation;
- You demonstrate that Young Lives vs Cancer's values are at the heart of everything you do: you are brave; you are confident; you have integrity; and together, across all levels and with our external partners, we are one team.