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hospice care in your home or ours

Job Description

Flexibank Housekeeping Assistant

ellenor.org



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Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



Job Title: Flexibank Housekeeping Assistant

Department: Housekeeping

Contract Terms: Flexibank

Salary: £12.21 per hour

Location: ellenor Hospice, Coldharbour Road, DA11 7HQ

Responsible To: Catering Manager

Accountable To: Hospitality Manager

Manages: N/A

About

Us: ellenor is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

Our Vision: We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

Our Mission: We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

Our Values: We are inclusive, we are caring, we are focused.



Scope and Job Purpose:

Role

ellenor is seeking a dedicated, caring and experienced Housekeeping Assistant to join the hospice. You will be part of a housekeeping team, operating 365 days per year delivering high quality service to our patients, staff and visitors. Our housekeeping team plays a vital role in creating a warm, dignified atmosphere for patients and their families. Every detail matters, including the cleanliness and comfort of our spaces.

As a housekeeper, you'll help maintain a clean, safe, and welcoming environment across patient rooms, communal areas, and clinical spaces. You'll work closely with our care team to ensure high standards of hygiene and infection control, while respecting the privacy and emotional needs of those we serve. We are looking for an applicant with the passion and drive to deliver a housekeeping service of the very highest standards.

You should have a "can do attitude", excellent interpersonal skills and the ability to work alone but also as part of a busy team.

This is a weekday role with the possibility of days during the weekend depending on operational needs, therefore you must be flexible.

This is an exciting time to join an outstanding and much valued charity and help us achieve our vision.

As a member of the Housekeeping Team, your duties will be general cleaning and housekeeping duties on the ward (IPU) or in the offices, also working in the Hospice laundry, whilst maintaining a high standard and working in line with hospice guidelines and policies.

Internal Key relationships

- ellenor staff
- In patient ward
- Customers
- Visitors

External Key relationships

- General Hygiene suppliers



Main Duties and Responsibilities:

- Carry out cleaning duties in patient rooms, communal areas, and staff facilities.
- Follow infection control protocols and safety guidelines.
- Replenish supplies and ensure equipment is clean and well-maintained.
- Work respectfully around patients and their families, showing empathy and discretion.
- To be aware of the philosophy of ellenor and to behave as a fit representative.
- To abide by the Hospice's general confidentiality policy.
- To be aware of guidelines stated in the staff handbook and all relevant policies and procedures.
- To undertake a bi-annual performance review when a personal development plan will be discussed and developed.



Person Specification:

(All criteria are essential unless stated otherwise)

Education / Qualifications:

- A good standard of general education.

Experience:

- Proven experience in housekeeping or working in a housekeeping environment.
- Kind, respectful, and sensitive in your approach to others.
- Reliable and able to work both independently and as part of a team.
- Willing to work within hospice values and policies, including infection control and health and safety.

Knowledge, Skills and Attributes:

- An effective team player with excellent communication skills, able to interact successfully with staff, volunteers, and members of the public.
- Ability to self-motivate and work autonomously.
- Honest, reliable, and able to offer flexibility in working hours to suit the demands of the role.
- Maintaining a smart appearance.
- Demonstrate the ability to prioritise.
- Is committed to the cause, staff values and philosophy of ..

