

Job description

Housekeeping/Catering Assistant



...we are caring and compassionate

...we deliver quality and value

...we work in partnership



Job title: Housekeeping/Catering Assistant
Team: Housekeeping
Business unit: Adult Services
Reports to: Palliative Administration Team Lead
Accountable to: Head of Service – Palliative Care
Band: 2
Location: Wisdom Hospice
Last updated: May 2020

Job purpose

To work as part of the Housekeeping Team within a hospice environment, 80% Housekeeping and 20% Kitchen

The post holder will be responsible for cleaning and catering in line with the Medway Community Healthcare CIC and NHS National Standards for cleanliness and food preparation for patients, staff, families and carers.

Works in areas where there are patients with challenging behaviour or communication difficulties.

Basic food preparation and distribution to up to 15 patients on the inpatient unit.

The post holder will need to be flexible working across different shifts covering the service 7.30am and 7.00pm, Monday to Sunday including bank holidays.

Role requirement and person specification

Criteria	Essential
Qualifications, training, knowledge and experience	Range of routine work procedures requiring job training. Knowledge of cleaning, food handling/hygiene CoSSH procedures; induction job training
Communication skills	Provide and receive routing information; barriers to understanding Communicate with patients with communication and behavioural problems
Analytical and judgemental skills	Judgements involving straightforward facts of situations Judgements on routine cleaning issues
Planning and organisational skills	Organise own day to day tasks and activities Plans own work, prioritising, cooking methods, cooking times, cooking procedures, reorganises menus
Responsibility for patient/client care	Provide ancillary services to patients/clients Cleans wards; distributes food ie breakfast (full English to continental), main hot meal at lunchtime (heating of regen foods), light supper (sandwiches, salads and heating tinned soup)
Responsibility for financial and	Observe personal duty of care/safe use of equipment other than equipment used personally; maintain stock control

physical resources	Safe use of cleaning equipment/assemble and dismantle cleaning equipment, order stock
Responsibility for human resources	Demonstrate own activities to new or less experienced employees. Demonstrates cleaning procedures to new starters
Responsibility for information resources	Record personally generated information Completes timesheets or similar work records
Responsibility for research and development	Undertake surveys or audits, as necessary to own work Cleaning audits
Freedom to Act	Well established procedures, supervision close by Team Lead always available for advice
Physical effort	Frequent moderate effort for several short/long periods Lift buckets of water, push scrubbing machine and cleaning trolley
Emotional factors	Occasional distressing or emotional circumstances; occasional/frequent indirect highly distressing or emotional circumstances Terminally ill patients; exposure to patient with challenging behaviour
Mental factors	General awareness, sensory attention; work pattern predictable Concentration while using cleaning equipment
Working conditions	Frequent exposure to highly unpleasant working conditions/some exposure to hazards Frequent exposure to body fluids/exposure to physical aggression