



*Being there for you  
and your family*

## **JOB DESCRIPTION**

**JOB TITLE:** Domestic Assistant

**ACCOUNTABLE TO:** Facilities & Operations Manager

**RESPONSIBLE TO:** Domestic & Caretaking Team Leader

### **ROLE PROFILE:**

To provide a comprehensive cleaning service as detailed within the Cleaning Specifications for the buildings within the Hospice campus, to enhance the experience received by our patients, relatives, visitors and staff on site.

### **ROUTINE DUTIES:**

#### **Daily:**

1. To clean all toilets, sinks, bathrooms and showers, including floors, surfaces and mirrors.
2. To replace toilet roll and disposable hand towels/soap dispensers, as necessary.
3. To damp dust all furniture in ward area, offices and other areas of the Hospice.
4. To mop all tiled and lino floors, buffing where necessary.
5. To vacuum all carpeted areas.
6. To empty all waste/dressing bins.
7. As a member of the ward team, to ensure that patient areas are maintained at a high standard of cleanliness.
8. To clean beds as appropriate.
9. To ensure relatives' suite is clean and tidy and beds are thoroughly changed.

#### **Periodically:**

1. To ensure radiators, lights, window ledges on inside windows are clean.
2. To carry out high dusting as necessary.
3. To shampoo all carpeted areas.
4. To change all curtains in the ward area.

5. To carry out wall washing when required.

**Additional Duties:**

1. Where necessary carry out additional Domestic duties as directed by the Domestic & Caretaking Team Leader.
2. To be courteous and helpful to all patients, relatives, visitors and other members of staff.
3. To abide by the Health and Safety at Work Act and attend training courses, as required.
4. To maintain confidentiality regarding patients and relatives at all times.

**GENERAL:**

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

**The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.**

Signed..... Date.....  
**Postholder**

Signed..... Date .....

**Line Manager**



# Our values and behaviours



## Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



## Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



## Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



## Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



## Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



## Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

[loros.co.uk](http://loros.co.uk)

Registered Charity No: 506120

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and *your family*