**Volunteer Role Profile**

**Role: Housekeeping Volunteer**

**Volunteering location: Herriot Hospice @ The Lambert**

**Department: Housekeeping**

**Line Manager: Kath Bright**

*Through volunteering your time at North Yorkshire Hospice Care you are supporting those in our community who are experiencing terminal illness or bereavement. Volunteers are integral to the work of North Yorkshire Hospice Care and we would love to welcome you to our team.*

*It is essential that volunteers adhere to the role description, undertake appropriate tasks only for which they have been trained and are clear about the boundaries of this role. If volunteers are unsure about any task they have been asked to carry out, they should contact their line manager for advice. This is to ensure the safety and well-being of both clients and volunteers.*

**About the role:**

To assist the Housekeeping Team to carry out their duties including general cleaning in staff and patient areas, deep cleaning rooms ready for new occupants, managing clean and soiled laundry, using both manual and electrical/battery powered cleaning equipment plus any other cleaning duties that may arise such as spill clean-up.

Our Housekeeping team looks after the cleanliness of NYHC’s (North Yorkshire Hospice Care) buildings. They work in compliance with IPC (infection prevention and control) legislation, COSHH (Control of substances hazardous to health) and other H&S legislation. They also support the other departments within the hospice in a myriad of ways including, responding to patient, visitor and staff requests for additional cleaning. As the Housekeeping staff have close contact with our vulnerable patients this role may require an enhanced DBS. The role may be based at Saint Michaels Hospice Harrogate, JustB Harrogate and/or the Herriot@The Lambert building in Thirsk.

The role will consist of helping our team to carry out these tasks to support the organisation.

**Key tasks:**

* General cleaning duties including vacuuming, mopping and wiping down surfaces.
* Internal window cleaning.
* Deep cleaning IPU (in patient unit) rooms.
* Emptying bins and replenishing paper towels, hand towels and soap/sanitiser dispensers.
* Moving soiled and clean laundry around the building.

**Key skills/attributes required:**

* Friendly, reliable, enthusiastic, and able to work as part of a team or unsupervised.
* Confident and safe use of cleaning equipment and COSHH chemicals.
* Housekeeping experience beneficial.
* This is a physical role that will require some lifting, bending and stretching.

**Training requirements:**

1. **No formal training is required.**
2. **DBS will be required**
3. **H&S induction including Manual Handling and risk assessment.**