



# Thames hospice

**Job Title:** Relief Housekeeper

**Salary:** £13.00 per hour plus shift enhancements

**Location:** Maidenhead, Bray Lake

**Hours:** 0 (hours offered may include Saturdays and Sundays)

**Reports to:** Housekeeping Supervisor

## Overview:

We are always looking for excellent people to bring their skills, values driven behaviours and commitment to ambition to deliver “quality of life, to the end of life, for everyone” to join our charity.

As one team we raise money, support each other whether in clinical teams, or corporate services to ensure everything runs efficiently and smoothly and delivers the best outcome for our patients and their families. Being part of a great team in a complex organisation is demanding, but also really rewarding. If you want to be part of our housekeeping team then we’d love to work with you.

## Culture:

We look for people who really care about their work and have huge amounts of compassion to give. If you want to work as part of a culture which develops your skills and values, and builds your confidence to be the best version of yourself, then this is the right place for you. We work hard to look after our people, our patients, our families and our reputation.

All patients are Thames Hospice patients and therefore we always support the patient and their family irrespective of our individual role. We represent the wider charity and clinical model at all times.

Our organisational values are:



### Compassion

Compassion for everyone in a safe and caring environment



### Ambition

The desire and determination to serve everyone in our community



### Respect

Respect for everyone's dignity



### Excellence

Committed to excellence in everything we do

## Responsibilities:

### Care with Agility: *excellent care and support tailored to patients and families in their preferred setting:*

- Maintains high standards of cleanliness, safety, and accessibility across all of Thames Hospice’s premises, to benefit patient needs, through the use of practical, reliable, and solution-focused skills with a strong attention to detail.
- Responds promptly to housekeeping requests to minimise disruption to care and services.
- Supports the delivery of frontline services by ensuring facilities are fit for purpose and adaptable to changing needs.
- Implements health and safety protocols, including standards of infection prevention and control, environmental health and Hospice procedures to protect staff, volunteers, patients, and visitors.

**Financial Sustainability: *generating sustainable funding with integrity to ensure excellent hospice care:***

- Contributes to cost-effective procurement and maintenance of equipment, supplies, and utilities.
- Identifies opportunities to reduce energy use, waste, and operational costs.
- Ensures compliance with statutory regulations to avoid penalties and ensure operational continuity.

**Supportive Culture: *fostering an inclusive, compassionate culture, ensuring outstanding care and management:***

- Promotes a culture of safety, respect, and pride in the physical environment.
- Works collaboratively with all departments, in particular the nursing team, to support a positive workplace experience, through good communication and teamwork skills.
- Upholds Thames Hospice's values in all interactions and service delivery.

**Extending reach: *expanding access to our services, ensuring equitable care for all, especially underserved communities:***

- Ensures all premises are accessible and welcoming to people of all backgrounds and abilities.
- Supports outreach and community events by preparing and maintaining appropriate spaces.
- Helps create environments that reflect Thames Hospice's commitment to inclusion and dignity.

**Specific Role Responsibilities:**

- To participate in all housekeeping duties in the In-Patient Services (IPS), including cleaning patient rooms, beds and bathrooms ensuring the highest standards of hygiene and cleanliness.
- To carry out housekeeping duties to ensure communal areas, staff offices and staff areas e.g. corridors and toilets meet the required standards.
- To work in the laundry room and ensure that all linen and laundry is handled in accordance with Hospice policies.
- To ensure laundry requirements are met i.e. bed sheet stock control and ensuring correct supply to IPS.
- To follow all health and safety guidelines on the use of cleaning materials and equipment, reporting any defective equipment as soon as possible.
- To dispose of waste following the correct standards and requirements.
- Be fully conversant with the safe preparation, handling, and disposal of cleaning chemicals used in conjunction with your hygiene duties.
- Maintain, replenish and be accountable for stocks of cleaning materials.
- To wear uniform and use PPE provided by Thames Hospice at all times.
- To work at all Thames Hospice sites in the locality if required.

**Experience:**

- Experience of working in a housekeeping role (desirable)
- Experience of working in a healthcare environment (desirable)
- Some knowledge of Health and Safety (desirable)

**Special conditions of appointment to this role:**

- Appointment is subject to an Enhanced Disclosure and Barring Service check
- The post holder must be immunised against Hepatitis B, MMR (Measles, Mumps, and Rubella), Tuberculosis, and Chickenpox, or be willing to undergo immunisation
- A uniform will be provided for this post