St Peter & St James Hospice

Volunteer Role Profile - Housekeeping Volunteer



Position	**Housekeeping Volunteer**
Department	**Housekeeping**

VISION, MISSION AND VALUES

Our Vision

A community where people live and die well according to what matters most to them.

Everyone affected by life-limiting illness has access to our expertise.

Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

Our Values

They are at the heart of our organisation and underpin all that we do, they define who we are, how we work, what we believe in and stand for

- **Compassion** – We show kindness, understanding and empathy in how we treat each other, delivering care that honours dignity
- **Collaboration** – We work together with excellence, inclusion and trust, encouraging diverse perspectives and building strong partnerships
- **Empowerment** – We foster a culture or autonomy, accountability and openness, enabling everyone to participate actively in decision-making

ROLE PURPOSE

To maintain a high standard of hygiene and cleanliness, in line with National Standards of Healthcare Cleanliness 2025, in all designated areas of responsibility within the Hospice.

WHAT WILL I BE DOING?

- Ensure that agreed cleaning standards and frequencies are met in line with the National Standards of Healthcare Cleanliness and the hospice 'Cleaning Charter'.

- Clean patient bedrooms, toilets, bathrooms, corridors, offices, stairs, meeting rooms and other common areas on a regular scheduled basis using a variety cleaning methods and procedures including dusting of horizontal and vertical surfaces, high and low level cleaning, replenishment of consumables, emptying, cleaning and relining of bins, vacuuming and mopping floors and damp wiping surfaces.
- Sorting out dirty linen ready for collection, putting clean linen away, cleaning out linen cupboard
- Clean all non-clinical areas, windows and flooring within the hospice, communal showers, bathrooms, toilet areas and sluice room.
- Safe removal of waste to designated external waste containers or secure bin store.
- Ensure correct use of chemicals making sure that handling, storage and use is in accordance with COSHH regulations, safety datasheets and training provided.
- Observe Infection Prevention guidelines and report any faults, defects or hazards identified to a staff member or your manager.
- Be aware of the health and safety risk assessments relevant to the role and adhere to procedures and safe systems of work as instructed by the Front of House Manager.
- Ensure that the privacy and dignity of patients is maintained when working in patient areas.

WHAT SKILLS WILL I DEVELOP?

- Increase knowledge of palliative care
- Communication - working as part of a team
- Building on interpersonal skills
- Listening skills
- Learn about hospice services to offer signposting to carers
- Teaching and overseeing the learning of new and/or rekindled skills to visitors
- Carer awareness skills
- Opportunity to volunteer in a care setting

WHAT DO I NEED?

- Be friendly and approachable
- Be committed and reliable
- An interest in caring in a hospice environment
- Interact as part of a team
- Ability to use email/IT
- A friendly and approachable manner
- A positive attitude
- Self-motivation, commitment and reliability
- A team spirit
- Ability to take direction from your supervisor(s) and manager(s)

WHAT ELSE DO I NEED TO KNOW?

- You will need to complete Induction training and mandatory hospice training for volunteers
- Undergo an interview at the hospice
- To volunteer a regular shift
- Have an Enhanced DBS check
- Demonstrate hospice values
- Please note there is no available public transport to the hospice site

WHAT TRAINING MUST I DO?

- Mandatory e-learning training modules including: Safeguarding, fire awareness, cleaning for confidence, data security and other courses relating to this role.
- Hospice Induction Day
- Face-to-face training when required

WHEN WILL I BE NEEDED?

Flexible, any day of the week to be agreed during interview

WHERE WILL I BE VOLUNTEERING?

The role will be based at St Peter and St James Hospice but will include general maintenance of the retail outlets and the Distribution Centre based in Hurstpierpoint

WHO WILL BE MY SUPERVISOR?

Front of House Manager

"Providing the best possible care in the right place and at the right time to everyone who needs us"