

St Leonard's Hospice

Caring for Local People



Candidate Brief
for the post of

Housekeeping Assistant – 30 hours



St Leonard's Hospice | 185 Tadcaster Road | Dringhouses | YORK | YO24 1GL
Tel | 01904 708553

E mail | enquiries@stleonardshospice.org.uk | web | www.stleonardshospice.org.uk

Registered Charity No : 509294 | Company Limited by Guarantee No : 01451533

SLH|ERJ|Housekeeping Assistant| Candidate Brief| 10/21

October 2021

Housekeeping Assistant

You will have previous experience of maintaining high standards of cleaning, either in the role of a domestic assistant/housekeeper or in your own property/home. You will be motivated to work as part of a team but also work alone at times under the supervision of the Housekeeping Manager and Deputy Housekeeping Manager at St Leonard's Hospice.

This role is physically demanding, especially on occasions when specific areas of the Hospice need cleaning in a short space of time. There is a structured regime for cleaning within the Hospice and you will work as part of a team to ensure the highest standards of cleanliness are maintained.

Successful candidate will have the opportunity to build strong working relationships with the Housekeeping team, clinical team and other members of Hospice staff and volunteers.

Can you provide a high standard of cleaning within the Hospice clinical and non-clinical areas?

This role is working 30 hours per week which will include evening and weekends and to cover holidays, sickness and other absences.

Closing Date for Applications

Sunday, 31st October 2021

Interview Date

Monday, 8th November 2021

(CV's without an application form will not be accepted. No agencies please)

Providing quality care for our patients, their families and carers is our purpose and at the centre of everything we do. Our staff and volunteers are one of our greatest assets and we require inspirational colleagues to join our team. St Leonard's is a teaching Hospice offering an excellent environment to work in, outstanding employment conditions & benefits, great opportunities for development and huge job satisfaction.

October 2021

Dear Applicant

Housekeeping Assistant

Thank you for your interest in the Housekeeping Assistant position based at the main Hospice site on Tadcaster Road in York.

This is an exciting and challenging position working as part of the Housekeeping team, to ensure that we promote high standards of cleanliness for the benefits of patients, families, staff and volunteers.

Please take time to read the Candidate Brief before completing an application form. This will not only hopefully answer your questions on some of the practical details but I hope it will give you an insight into what it's like to work here. Completed application forms should ideally be emailed to us at hr@stleonardshospice.nhs.uk or be posted to St Leonard's Hospice, 185 Tadcaster Road, York, YO24 1GL and to arrive no later than 12 noon on the specified closing date. **Application forms not fully completed with employment or other gaps, questions unanswered or unsigned, will not be considered.** If you wish to have any informal discussion ahead of submitting your application, please do not hesitate to contact Liz Thistleton, Housekeeping Manager. Liz can be contacted on 01904 708553 or via email at liz.thistleton@stleonardshospice.nhs.uk

Once again thank you for your interest in the post of Housekeeping Assistant and working at St Leonard's. I look forward to receiving your application and possibly working with you in the future.

Yours sincerely



Emma Johnson
Chief Executive

BACKGROUND & INTRODUCTION

Brief History

St Leonard's Hospice was founded in 1985 and is proud to celebrate over 30 years of serving the local community. The founders were four Royal College of Nursing members whose initial thoughts and commitment in 1978 led to the establishment of a Steering Committee and formal appeal. The original Day Hospice opened in February 1984 and the In Patient Unit was completed in September 1984 with the first patient admitted in February 1985.

Over the following years services developed, fundraising increased and the building expanded. In 2001 the superb new In Patient Unit, education facilities and office accommodation were added and the original building was completely refurbished.

Hospice@Home was established in 2010 to enable high quality Hospice care to be taken to the patient in their preferred place of care.

As well as the main site situated on Tadcaster Road, the Hospice has a number of retail outlets. The Retail Office is based in Acomb, along with two Hospice shops and a donation centre. Further Hospice shops are located in Fulford, Haxby, Tang Hall, Scarcroft, Layerthorpe, Colliergate and Fossgate all within the City of York. The Hospice also has shops in Selby (2 units) and Easingwold.

In December 2013, St Leonard's began a major capital refurbishment programme to ensure the in-patient unit, day care and family care areas were 'fit for purpose' for the future. This work was completed in December 2014 resulting in a very modern design and excellent comfort for both patients and visitors. A refurbishment project improving our changing facilities, washrooms and an extension to our staff dining room was completed in May 2019. The changing rooms are bright and modern, with lockers available for staff to store personal belongings. All the washroom facilities are high spec and available for staff use.

The staff dining room has three distinct areas; a section for dining, with family style dining tables and smart modern kitchen facilities, a bistro style area for coffee breaks and a catch up with colleagues, and a quiet, comfortable lounge area, where staff can enjoy a tranquil setting with views out onto our landscaped garden. There is also outside furniture if staff want a breath of fresh air. The dining room is equipped with all kitchen mod-cons, plus mobile phone chargers, a Bluetooth speaker, wifi access and a non-networked PC for break time internet browsing.

Mission Statement, Purpose and Care

Our mission is to provide excellent care and support to those living with life-limiting illness and to the people they care about, to enrich their lives and to contribute to the ongoing development of end-of-life care, we do this by:-

- placing our patients at the centre of everything we do
- involving patients in decisions regarding their care
- recognising that our patients have, in addition to their physical symptoms, emotional, social and spiritual needs that are addressed by a multi-professional team
- maintaining and enhancing quality of life for patients and their families whenever possible
- providing bereavement support for families and carers after a patient has died
- developing and recognising the contribution of our staff, both paid and voluntary, sharing our knowledge and skills through education, audit and research
- collaborating with other professionals and advisors to make a positive contribution to local healthcare strategy

Governance

St Leonard's Hospice is a registered charity and a company limited by guarantee. It is governed by a Board of twelve Trustees under the leadership of the Chair of the Board of Trustees – Mr David Dickson. The Trustees are all volunteers coming from a range of backgrounds. The Board meets five times per year, and has a number of sub committees that report into it, namely:

- Governance
- Finance & Investment
- People & Culture
- Income Generation
- Service Development
- Membership

Senior Management Team

Chief Executive

Director of Clinical Services & Deputy Chief Executive

Director of People

Medical Director & Consultant in Palliative Medicine

Director of Income Generation

Emma Johnson

Jenny Brandom

Ingrid Jenner

Bill Hulme

Dawn Clements

The strategic and operational management of the Hospice is the responsibility of the Chief Executive who works collaboratively with the Senior Management Team.

St Leonard's Hospice is registered under and inspected by, the Care Quality Commission. The Director of Clinical Services is the Registered Manager and the Medical Director is the Nominated Individual. Recent reports can be found on their website : www.cqc.org.uk

The Hospice has been rated as 'Outstanding' by CQC in the latest report.

SERVICES PROVIDED and KEY FACTS

All figures refer to the year starting 1st April 2020 ending 31st March 2021

Patient Care

In Patient Unit

A purpose built in patient facility with 20 beds comprising - 2 x 4 bedded units with bathrooms, 12 en suite single rooms. All rooms have views of a courtyard garden, grounds or fields. Other facilities include an admission room, office accommodation for staff, Sister's office, seating areas, an independent wet room, two assisted bathrooms, beverage bay, a kitchen and storage areas.

Number of Patients cared for 272

Hospice@Home

A service working in partnership with the patients 'primary care provider' to enable patients to be cared for in their home at the end of life. The service enables patients to be cared for at home, enables patients to be discharged rapidly from any care setting, prevents unnecessary and often out of hours admission to acute settings and provides care if a patient requires a Hospice bed and one is not available.

Number of Patients cared for 535

Bereavement Service

A service led by qualified professionals working closely with highly trained volunteers providing support for families and carers.

Number of Bereavement sessions delivered 893

Our People

The Hospice employs 224 staff (full and part time, including bank staff) in a wide range of roles. We also have a loyal and hardworking team of over 400 volunteers working in all areas of the Hospice including 181 that work in our shops. All staff and volunteers are either based at the Hospice, at the retail offices or in one of the retail shops.

Clinical Team

Medics, Nurses, Care Assistants, Social Workers, Spiritual Care, Bereavement, Physiotherapy and Occupation Therapy, Education and Activity Leader.

Corporate & Support Services Team

Administration, Finance, Information Communication Technology, Human Resources, Catering, Maintenance & Facilities, Volunteer Services, Receptionists, Health & Safety and Housekeeping.

Income Generation Team

Income Generation Team, Retail and Shop Managers, Communication Manager, Fundraising/Retail Vehicles Drivers.

Finance

It costs just over £5.8 million a year for the Hospice to continue to provide its services. Over 75% of this expenditure is people related. Whilst St Leonard's always strives to achieve a 'balanced budget', it is not always possible to achieve this.

Hospice finances and resources are managed carefully and prudently. Due to good public support and efficient housekeeping since the Hospice opened, we are in a position to hold reserves. This allows the Hospice to continue to provide services during the years it experiences a deficit.

Approximately 29% of expenditure is covered by grants from local Clinical Commissioning Groups. The majority of this funding comes from the Vale of York Clinical Commissioning Group. The balance of the money needed to run the Hospice is raised from voluntary incomes which includes: donations, fundraising activities, the weekly prize draw, Hospice shops and legacies.

Full copies of the accounts can be found on www.stleonardshospice.org.uk

All our services are provided without charge to our patients, their families and carers.

Commissioning & Geographical Area

The Hospice catchment area has a population size of 351,900 and incorporates The City of York area where over 70% of our patients reside. The remaining population are based around the smaller towns of Selby, Tadcaster, Easingwold, Pocklington, Pickering, Helmsley and Kirkbymoorside. Its catchment extends to Sherburn in Elmet near Leeds in the West, to Howden in the South, Pickering in the East and Easingwold in the North.

The NHS Vale of York Clinical Commissioning Group (VoYCCG) has a population of 337,500. The VoYCCG are the main commissioners of Hospice services. The Hospice also provides services to NHS East Riding of Yorkshire Clinical Commissioning Group in Holme on Spalding Moor and Market Weighton covering a population of 14,400.

JOB PROFILE

Post:	Housekeeping Assistant
Post Reference:	H/K/ASS/10/2021
Responsible to:	Housekeeping Manager

JOB SUMMARY

- To assist in the provision of all aspects of cleaning at the Hospice under the supervision of the Housekeeping Manager and Deputy Housekeeping Manager to an agreed high standard.

MAIN DUTIES AND RESPONSIBILITIES

1. Working as a member of the Housekeeping team and under the supervision of the Housekeeping Manager and Deputy Housekeeping Manager ensuring that all areas of the hospice are maintained to a high standard and in accordance with housekeeping cleaning schedules.
2. Ensure all linen and laundry is handled in accordance with hospice policy.
3. Work closely with the clinical team to ensure a high standard of cleanliness is maintained for patients.
4. Report all faults and wear and tear to the Housekeeping Manager and Deputy Housekeeping Manager.
5. Have (or develop) an awareness of laws or policies relating to Health & Safety, COSHH and Infection Control.
6. Ensure the usage of all cleaning equipment and materials is in accordance with manufacturer's recommendations and Hospice policy.
7. Maintain strict confidentiality with regard patients, their families and the hospice at all times.
8. To undertake other reasonable duties as requested by the Housekeeping Manager and Deputy Housekeeping Manager, Senior Sister for IPU, Director of Clinical Services, Chief Executive or other members of the Senior Management team.

Other

1. Attend and complete all mandatory on-line training or courses.
2. To attend any training or development required by the Hospice.
3. To read, understand and follow all Hospice policies and procedures.
4. To participate in the Annual Performance Review.
5. To positively promote, support and represent the Hospice especially within the community, and to maintain the philosophy, ethos and ambience.

6. To be aware of personal responsibilities and discharge these as defined by the Health & Safety at Work Act 1974.
7. To maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.
8. To undertake any other tasks, duties or responsibilities as requested by your Line Manager or other Senior Manager, including the Board of Trustees and Chief Executive.

This Job Profile is an outline of responsibilities and will be subject to review with the postholder in light of the changing needs of the post and Hospice.

PERSON SPECIFICATION

Post: Housekeeping Assistant

Requirement	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> ▪ Level 2 Certificate in Hospitality & Catering Principles ▪ Level 2 Certificate in Hospitality Industry Skills
Experience & Skills	<ul style="list-style-type: none"> ▪ Attention to detail ▪ Professional image ▪ Courteous and respectful of others ▪ Self-motivated ▪ Work efficiently ▪ Confident ▪ Able to manage own time 	<ul style="list-style-type: none"> ▪ Knowledge of Health & Safety Regulations and COSHH ▪ Basic record keeping ▪ Stock control and rotation
Communication	<ul style="list-style-type: none"> ▪ Good communicator 	
Personal	<ul style="list-style-type: none"> ▪ Work confidentially ▪ Sense of humour ▪ Enthusiasm ▪ There is some manual handling including hoovering, mopping, washing down walls etc so you should be comfortable and able to do so ▪ Team Player 	
IT		<ul style="list-style-type: none"> ▪ Confidence to use IT systems and email
Other Requirements	<ul style="list-style-type: none"> ▪ Be prepared to assist with Hospice fundraising 	

You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview.

JOB DETAILS, BENEFITS & INFORMATION

Post:	Housekeeping Assistant
Post Ref:	H/K/ASS/10/2021
Employment:	The 'Employer' is St. Leonard's Hospice York.
Commencement:	The post will be available immediately or as soon as possible after offer of appointment.
Contract Type:	Permanent
Terms & Conditions:	The terms and conditions are those of St Leonard's Hospice. The Hospice is not bound by any external pay and conditions arrangements.
Salary Range:	St Leonard's Hospice Pay Scale

Band 2

£19,055.00 to £19,917.00 per year (**actual salary for working 30 hours £15,244.00 to £15,933.60**)

- Unless candidates can clearly demonstrate to the satisfaction of the interview panel extensive experience, knowledge and skills attributable to the role, starting salary will be at the lowest point on the salary band.
- Progression on the Hospice pay scale is in accordance with the Pay Progression Policy.
- Inflationary pay awards and incremental rises are not guaranteed.
- Salaries are paid on or before the 25th of each month by Bank Transfer.

Hours: **This is a 30 hour per week position worked on a shift pattern which will include working days, evenings, weekends and Bank Holidays**

Annual Leave:

Length of Employment With Hospice	Annual Leave, General Public Holidays, Statutory Days	TOTAL
On Appointment	27 days plus 8 days	35
After 5 years employment	29 days plus 8 days	37
After 10 years employment	33 days plus 8 days	41

- The above annual leave entitlements are representative of full-time equivalent hours (37.5 hours per week) and for part-time positions these will be calculated on a pro-rata basis.

- The leave year runs from 1st April to 31st March.
- In support of our commitment to 'Life/Work Balance', all leave must be taken within the year it is allocated.
- Unused annual leave is lost if not used by 31st March annually.
- Previous employment (service) with any other employer will not count towards continuous service or holiday entitlement, unless you have joined us directly from the NHS.

Uniform: If a uniform is required for your role, this will be provided. Please note, the Hospice does have a dress policy in place.

DBS: If a DBS (Disclosure and Barring Check) is required for the position you are applying for we will ask you to complete and submit the form when you attend for interview and bring in all original documentation to support this.

Health Screening: The post holder will be required to undergo health screening prior to appointment. This is usually in the form of a confidential medical questionnaire and will be used to determine if any reasonable adjustments are required.

As a healthcare provider it is very important to us that our staff have the annual flu jab and the COVID vaccination. It is our expectation that all of our staff will have the vaccinations, unless there are strong compelling reasons why not. We believe having the vaccination not only protects you but also helps us to keep our patients, staff and visitors safe.

Annual Performance Appraisal: The post holder will be appraised annually.

Smoking Policy: A no smoking policy operates on all Hospice premises and in Hospice vehicles for staff and volunteers. Staff must not smoke when they represent the Hospice at events or functions.

Driving Documentation If there is a requirement to have the use of a vehicle during working hours, the Hospice requires the full disclosure/authorisation to check MOT, Tax, Driving Licence/endorsements and Motor Vehicle Insurance which must include under limitation as to use, for business purposes.

Vehicle Mileage Allowance The Hospice pays the recognised HMRC Mileage Allowance Payments for the purposes of business mileage. The current rate is 45p per mile

Pension: If currently contributing to the NHS Pension Scheme or eligible to contribute within the last 12 months, this is transferable. For remaining staff there is the option of joining a contributory group personal pension scheme operated by Legal & General. In addition, St Leonard's complies with its duties under auto enrolment legislation.

Life Assurance:	A non-contributory scheme (death in service) operates for all employees paying a lump sum of 2.5x annual salary upon death to nominees. This scheme is not open to those within the NHS Pension Scheme (as separate arrangements exist within the scheme). Please note bank workers are not eligible for this benefit.
Healthcare Schemes:	There is the option of joining contributory schemes at advantageous rates. These are available to families of employees.
Sick Pay:	Entitlement to sick pay is in accordance with the following: <i>During 1st year of service (and after completing 4 months service) one months full pay & two months half pay.</i> <i>During 2nd year of service two months full pay & four months half pay.</i> <i>During 3rd year of service four months full pay & five months half pay.</i> <i>During 4th & 5th year of service five months full pay & five months half pay.</i> <i>After completing 5 year's service ~ six months full pay & six months half pay.</i>
Maternity Leave:	Is in accordance with statutory maternity/legal rights.
Secondary Employment:	Any 'other' employment (paid or otherwise) must be agreed in advance, in writing with the Hospice Chief Executive.
Gifts:	A Gifts Policy is in place.
Additional Income:	Any additional income, rewards or gifts in kind received whilst on normal Hospice duties/business is repayable to or paid directly to the Hospice.
Location:	<p>St Leonard's Hospice is located in an attractive rural/residential area to the South West of York with easy access to major road networks including the A64, A1/M1, A19, A59 and M62. The Hospice is a very short walk from Tesco, Askham Bar, a 'Park & Ride' service operates close to the Hospice allowing frequent travel to the City Centre and mainline railway station. Local buses stop immediately outside the Hospice entrance.</p> <p>The Hospice has excellent modern facilities.</p> <p>The Hospice cannot provide on-site parking for all staff therefore off-site parking is available in the local vicinity, with up to a 10 minute walk to the Hospice. Public transport should be used whenever possible.</p>
Base:	We have a number of sites including the main hospice on Tadcaster Road and a number of retail outlets. The base of work will be made clear in each recruitment exercise.
Employees:	The Hospice employs 224 people (full and part time, including bank workers). We are supported by 400 volunteers working in all areas of the Hospice including 181 that work in our shops. All staff and volunteers are based at the Hospice, at the retail

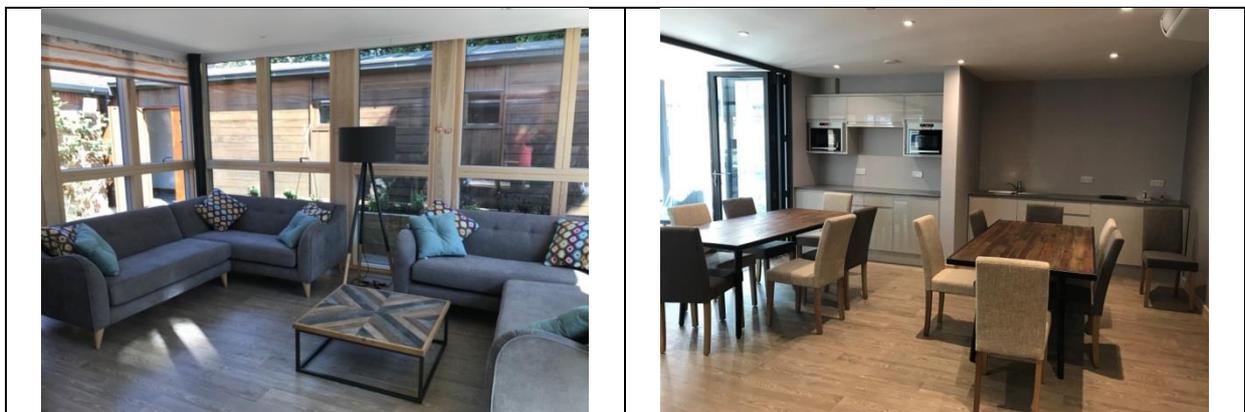
offices or in one of our twelve retail outlets and our Donation Centre.

Staff Benefits:

These facilities are found on the Hospice site. Facilities at other premises vary.

- Reimbursement of professional fees
- High quality subsidised meals and snacks
- Newly refurbished staff rest and bistro dining areas, inside and outside
- Free beverages
- Access to Our Hospice Hub an online reward & recognition site which includes discounts & cash back from hundreds of well-known retailers, a confidential 24 hour Employee Assistance Programme (EAP) offering counselling, financial and legal helpline to staff and their immediate family members in the same household (over 16 years of age) and a Wellbeing Centre and recognition scheme.
- Generous holiday entitlements
- Life assurance scheme
- Clear Policies and Procedures
- Access to the Internet for personal use at designated times
- Training & Development Opportunities
- Access to Complementary Therapies
- Occupational Health Service
- Annual flu vaccination
- Cycle to work scheme and bike racks available
- Staff changing areas, lockers and modern shower facilities.
- NHS Benefits Scheme – working in conjunction with York Hospital
- Appraisal through annual performance reviews
- Opportunities to help with fundraising
- Induction Programme
- Peer, mentor, line manager and a wide range of other support Staff Engagement Group – we have an internal group for staff consultation and communication on all key areas of the organisation.

* the above list is not exhaustive, may not be available to all staff, and may be amended or changed without notice.





COVID-19

Please note as an employer and a health care provider we take the matter of providing a safe working environment very seriously. Throughout the COVID pandemic we have remained vigilant to managing all risks and are committed to complying with Public Health England guidance and the Government guidance on working safely through COVID-19 in full. We have involved our staff in seeing their input, ideas and feedback in making adjustments to our workplace and keep this under regular review.

Period of Notice: One Month

Probation Period: Six months.

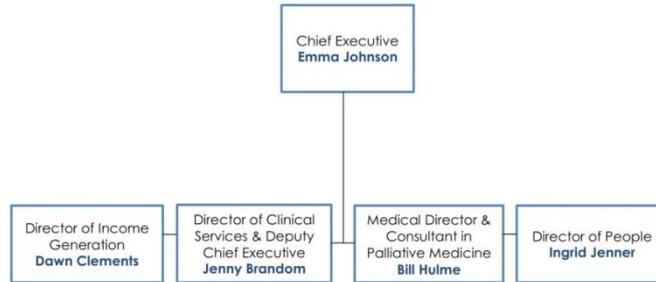
Offer of Employment: Any offer of employment following interview is made subject to:

- Receipt of satisfactory references to a standard deemed acceptable by the Hospice.
- Completion of all required documentation.
- Photographic passport and driving licence evidence.
- Disclosure & Barring checks.
- Evidence of qualifications.
- Evidence of the right to work and reside in the UK.
- Medical Clearance from Occupational Health.
- Satisfactory bank details to enable a bank transfer for salary purposes.
- A formal 'offer letter' being issued.

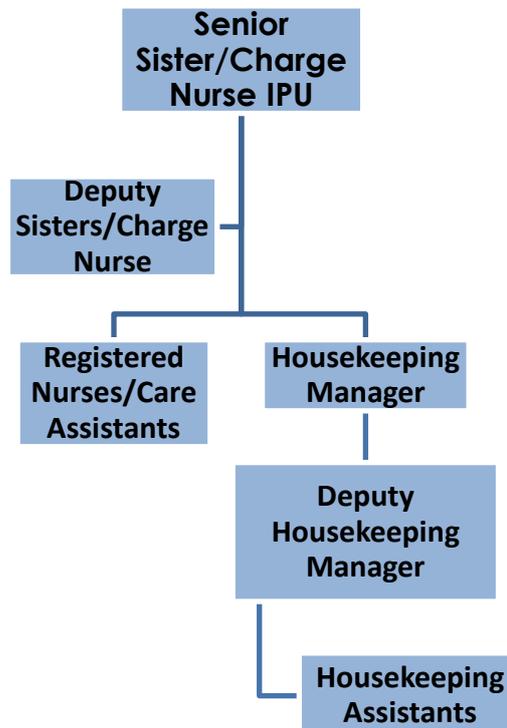
Any of the above details or conditions may change without notice. Please check details with the Human Resources Manager if successfully appointed to the post.

ORGANISATIONAL CHARTS

Senior Management Team



IPU Operational Management



LIVING IN YORK and NORTH YORKSHIRE

The City of York

York is a beautiful Historic City, often known as the 'Railway Capital' or the 'Chocolate City' and boasts city walls of 2.5 miles in length. Many of the traditional industries have moved away making tourism the largest industry with over 6.9 million people visiting the City each year, spending a total of £564 million. During the past five years, the total number of visitors has gone up by nearly 500,000 and the amount spent in the local economy increased by more than £100 million.

The City has a unitary local authority, the City of York Council. It has joint responsibility with North Yorkshire County Council for the provision of the Police and Fire Services. The two councils together with many district councils are now working more closely together in a number of areas and especially with the health and social care agenda.

The 'City' has a population of 209,000, with 4.5 million people living with 1 hour of the City. It is compact and vibrant dominated by The Minister and other historic buildings and places of interest. York is very pedestrian and cyclist friendly. It has a busy shopping centre, many cultural activities, an active nightlife, good theatres & cinemas, leisure facilities, fitness clubs and golf courses plus a wealth of excellent restaurants. The Barbican Centre is the main entertainment venue for the City.

We are proud that York was voted the best place to live in Britain in the Sunday Times survey in 2018.

North Yorkshire

North Yorkshire is a county of beauty and contrast. Together with York it is one of the safest places to live in the UK. North Yorkshire covers 3,000 square miles of mainly rural areas and has a population of 604,900.

North Yorkshire surrounds the City of York. To the West is the Spa Town of Harrogate, Skipton with its waterways and the Yorkshire Dales National Park. To the North is Richmond a historic market town, Stokesley, the county town of Northallerton and the North York Moors together with the steam railway. The dramatic coastline in the East includes Scarborough, Whitby and Filey, where holiday makers and fish are in abundance. Finally, to the wild Yorkshire Wolds, and to the South, the market and ex mining district of Selby.

Each town, district and area has its own distinct identity. There are hundreds of places of interest to visit, National Trust properties, theme parks, working museums and gardens. For TV lovers the settings for Heartbeat, The Royal, James Herriot and Emmerdale are all within the area.

Location

York and North Yorkshire are very close to the main road/motorway networks of the M1, A1, and M62 together with A64, A19 and A59.

York Station is on the East Coast Mainline. London (Kings Cross) can be reached in 2 hours.

Leeds Bradford International is the nearest airport approximately 1 hour from York with excellent national and international connections. Other local airports include Robin Hood at Doncaster, Durham Tees Valley in Teesside and Humberside in North Lincolnshire or Manchester Airport accessible by the train.

