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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | **Hotel Services Assistant** |
| **Reports to** | **Hotel Services Coordinator** |
| **Band** | 2 |
| **Department/Directorate** | Estates and Facilities Management (EFM) / Finance |

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| **JOB PURPOSE** | |
| To work as part of the Hotel Services Team to carry out a range of duties associated with the provision of professional cleaning, catering and patient support activities. At all times the position demands the respect for patient privacy, dignity and confidentiality. | |
| **KEY WORKING RELATIONSHIPS** |  |
| * Ward/Department staff and patients (if appropriate), Hotel Services Assistants, Team Leaders, Coordinators and other Facilities staff and colleagues in the Trust.   The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. Basic literacy skills are required with an ability to communicate verbally. | |

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| **ORGANISATIONAL CHART** |
| Assistant Area Facilities Manager/Estates Operations Manager  Hotel Services Coordinator  Team Leader  Post Holder |

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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To follow guidance and training. (GREAT training is provided which is specific to the Hotel Services role.) * To act within a remit of knowledge and always seek advice if unsure about any activity. * Work within agreed task schedules to ensure correct segregation of cleaning and catering activities. * To comply with cleaning and infection control colour coding at all times. * To ensure that all equipment and materials are used and stored safely in compliance with COSHH regulations and Health and Safety requirements, ensuring use of warning signs in relation to carrying out duties (especially wet floor signs). * Follow Trust security procedures in relation to the security of keys and access codes as you go about your duties. Ensure windows and doors to an area are closed/locked as appropriate after you have completed your work. * To observe health and safety, food hygiene legislation and hospital Trust policies and procedures at all times, reporting any faults, defects, pest infections or operational issues to the relevant persons. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Maintain good working relations with colleagues (work as a team). * Staff must conduct themselves in a professional manner at all times and be aware of patient’s dignity and privacy when it comes to their personal information. * All staff will be mindful to give assistance and wherever possible to help with any queries raised by patient, visitors or staff (ask the nursing staff or department staff if unsure). * During the course of his/her duties the post holder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time. * Cooperate with the management team within the Trust to implement change for the improvement of the service (cleaning of a bed space may take priority if patient admission is required). * To be able to work independently and as part of a team and be able to prioritise own workload to meet the needs of the ward/department (meal service times take priority at certain times a day). * To be able to communicate and have good customer care skills. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Use and care of approved cleaning materials and equipment at all times, in accordance with the operator instructions (microfibre cleaning cloths). * Restocking of all products using stock rotation (dates on breakfast cereals). * HACCP checks, temperature probing and recording prior to meal service. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Food Service Duties   * Ability to follow instructions (menu card choices and plating up of meals). * Carry out all routine cleaning duties at prescribed times and in compliance with specific ward/department policies and procedures at all times. (Vacuuming can be noisy) * Distribution and collection of menu cards. (All are countersigned by nursing staff to approve patient food choice) * Loading of regeneration trolleys and selection of correct heating cycle. * Cleaning tables and ensuring a hygienic eating area. * Ensure meals provided meet requirement for portion control, temperature, presentation and appropriate records are maintained for due diligence purposes. * At the choice of the patient provide breakfast and beverages. * Plating and service of lunch and evening meals to patients, approved by nursing staff. * Service of beverages and snacks throughout the day * HACCP checks and recording of fridge and freezer temperatures. * Place frozen meals in regeneration trolley and heat in accordance with procedures and guidance. * Ensure patients receive the meal that they ordered (as countersigned by the nursing staff). * Cleaning, washing and storage of crockery, cutlery and equipment in relation to the food and beverage service including hospitality. * Delivering and collection of meal trolleys * Clearing after meals and washing up (operation of dishwasher). * Kitchen cleaning * Tasks are scheduled on a rota to meet the various prescribed times.   Cleaning Service Duties   * Carry out routine cleaning duties at the prescribed times and in compliance with the specific ward/department policies and procedures at all times. * Collect refuse bags, place at disposal point and reline bins (as per Trust policies and procedures). * To ensure any cleaning rectification is undertaken promptly and thoroughly within the agreed timescale and standard. * Specific cleaning tasks include, but may not be limited to, all of the following:   + Vacuuming and mopping of floors   + Cleaning of furniture and fittings including beds, lockers and chairs etc.   + Cleaning of bathrooms, toilets and sluices   + High and low level cleaning of ledges, window sills and curtain rails etc.   + Replenishing of soap, hand towels, toilet paper and other consumables   + Cleaning of glass partitions and mirrors   + Mechanical maintenance of floors including scrubbing, buffing and carpet cleaning at agreed frequencies   + Mop laundering   + Steam cleaning, taking care not to set off the smoke alarm detectors   + Changing of window and cubicle curtains as per the Trust procedures. * Other duties associated with this role may include: (these activities may be shift/site specific).   + To collect and deliver mail   + Duties associated with the cleanliness of the exterior area eg bins and car park roads   + To assist with the removal of bodies from wards, completing mortuary records, cleaning of mortuary and trolleys. (Tiverton only)   + Deliver/Replenish gas cylinders as required.   + Distribution of linen to wards and associated areas and other laundry duties as required, including the operation of washing machines and dryers and the treatment/disposal of dirty laundry.   + Assist with the unloading of supplies and distribution to departments. |
| **PHYSICAL SKILLS** |
| * Required, following training, to operate and move equipment within own work area. (Some lifting and stretching, and high and low level work is required) |
| **PATIENT/CLIENT CARE** |
| * Distribute menu cards to patients. Following counter signature by nursing staff ensure the patient receives the food choice as marked on the menu card. Any discrepancies raise with the nursing team. * Needs to have effective communication and customer care skills. * High standards of personal hygiene. Staff are responsible for laundering their own uniform. * To comply with any specific infection control or management instruction in respect of specific cleaning needs including terminal and infection cleans. * Serve, at ward level, a hygienic and timely breakfast, lunch and evening meal to all patients. * Seek nursing/department intervention if in doubt. |
| **POLICY/SERVICE DEVELOPMENT** |
| * The post holder is required to familiarise and comply with all relevant Trust policies and procedures. * Employees must participate in the required training and attend and participate in departmental or other meetings as required. (Star, GREAT, team meetings) |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Safe use of equipment and materials for own work area. |
| **HUMAN RESOURCES** |
| * Work as part of a team and assist in new starter inductions in a ‘buddy’ role. |
| **INFORMATION RESOURCES** |
| * To record some information eg to confirm flushing of taps in ‘unused’ areas of the Trust has been carried out. * Food temperature recording (as instructed).   Fridge and freezer temperature recordings (as instructed) |
| **RESEARCH AND DEVELOPMENT** |
| * May be asked to participate in a trial of new products eg handtowels or participate in Trust staff surveys. |
| **FREEDOM TO ACT** |
| * Must be Flexible with approach to work and hours |
| **OTHER RESPONSIBILITIES** |
| To take part in regular performance appraisals  To undertake any training required in order to maintain competency including mandatory training  To contribute to and work within a safe working environment  The post holder is expected to comply with the Trust infection control policy and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you  (in accordance with the Trust’s disciplinary policy) up to and including dismissal |
| **APPLICABLE TO MANAGERS ONLY** |
| Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need. |
| **THE TRUST- VISION AND VALUES** |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. |

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| **POST**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | Hotel Services Assistant |
| **BAND** | 2 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  **•** Good general education  • Basic food handling hygiene certificate  • NVQ Level 1/2 (cleaning and support services or equivalent) |  | D  D  D |
| **KNOWLEDGE/SKILLS**  • To follow guidance and training provided  • Ability to follow instruction  • Requirements of following good hygiene practices to ensure safe food  • Take into account individual patient needs in consultation with nursing staff  • Managing stock effectively eg dated products  • Safe handling of cleaning agents – COSHH  • Good communication and organisational skills  • Ability to use cleaning tools and assemble/dismantle cleaning and catering equipment  • Sound back and generally fit and healthy to bend, stretch and lift items and push/move equipment and furniture.  • General domestic and catering/cleaning procedures  • Safe manual handling techniques  • Using email and the internet for training purposes  • Basic literacy skills | E  E  E  E  E  E  E  E  E  E | D  D  D |
| **EXPERIENCE**  **•** Previous ‘Hotel Services’ experience in catering/cleaning  • Working with people in a care setting  • Customer service background  • Evidence can communicate well  • Evidence of working as part of a team  • Adaptability to change  • Physical Abilities  • Ability to use cleaning tools and assemble/dismantle cleaning and catering equipment  • Sound back and generally fit and healthy to bend, stretch and lift items and push/move equipment and furniture  • Ability to comply with service requirements | E  E  E  E  E  E | D  D  D  D |
| **PERSONAL ATTRIBUTES**  • Good communication skills and in some cases the personality to work in a ward environment  • Must conduct themselves in a professional manner at all times  • Able to work independently and have the ability to prioritise work/adapt to change.  • Good sense of humour/friendly, happy personality reliable and trustworthy  • Reliable and trustworthy  • Able to work as a team member  • High standards of personal hygiene  • To be able to cope with frequent exposure to high temperatures and cleaning agents, at times unpleasant working conditions such as cleaning toilets and exposure to body fluids. | E  E  E  E  E  E  E | D |
| **OTHER REQUIRMENTS**  **•** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  • Ability to travel to other locations as required  • Ability to deal with clinical waste, smells and bodily excretions and fluids (clinical environment) | E  E | D |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  |  |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  |  |
| Mental Effort | Y |  |  |  |  |
| Emotional Effort | Y |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |