

Our **Estates & Facilities Management (EFM) Bank** supports services across both **Royal Devon & Exeter (Wonford)** and **North Devon** sites. If you're looking for flexible work and keen to develop skills across a range of essential hospital support services, we'd love to hear from you.

Scroll on for our Job Descriptions

Why Join the EFM Bank?

The EFM Bank offers an ideal opportunity for people who want flexibility and variety in their working week. Whether you're balancing other commitments or seeking experience in multiple areas before applying for a permanent role, you'll gain valuable insight across our diverse services. If you're looking to work in just one specific department, that's absolutely fine, too.

What We're Looking For

We're seeking hardworking, reliable, and adaptable people who:

- Can commit to **regular work**
- Enjoy working as part of a team
- Communicate clearly and professionally
- Are motivated to learn new skills across EFM departments
- Can be flexible with working hours, including potential evenings, weekends, nights, or bank holidays

Where You Can Work

Our EFM Bank supports a wide range of services, including:

- Domestic Services
- Catering, Retail & Patient Meal Services
- Portering
- Non-Patient Transport (including Courier & HGV)
- Linen Services
- Logistics & Post Services and Materials Management
- Waste Management
- Accommodation Assistants
- ...and more

You'll be carrying out both patient-facing and behind-the-scenes tasks, ensuring our hospitals remain safe, clean, welcoming, and well-organised.

JOB DESCRIPTION

JOB DETAILS	
Job Title	Materials Management Assistant
Reports to	Materials Management Operations Manager
Band	2
Department/Directorate	Facilities

JOB PURPOSE

Job Purpose:

The Materials Management Assistant will be working in a team of 6 who all share overall responsibility for the replenishment of consumable goods within the Trust, and for the timely receipt and onward distribution of other goods delivered to the hospital.

You will order, receive and put away stock to a pre-agreed catalogue and to an agreed schedule, working to a min/max level for stock holding; and work with procurement to ensure a comprehensive catalogue of items is in place to support patient care.

You will be part of the facilities team, supporting colleagues and users within the Trust to ensure we provide an effective and efficient service, and ensure that all queries or requests are answered accurately and professionally, in a timely manner, providing advice and guidance where relevant and assist users with the standard order processes and carry out the following tasks:

- To provide a professional and effective materials management and goods in service to meet the needs of the Trust
- To prioritise ones, work to ensure the needs of the service.
- To ensure the service is responsive to the demands placed upon it. Working closely with the wider Procurement team and budget holders to maintain all operational requirements.
- To contribute to the on-going development and delivery of the material's management service.
- Contribute to the delivery of a quality service to all patients, staff and visitors in accordance with the Trust's purpose and values.
- To work on own initiative and manage their own, and the team's workload, prioritise that workload in agreement with the operations manager, ensuring that all commitments and deadlines are met.
- To maintain records and provision of statistical information as required.

- To assist the team as necessary in maintaining the electronic order processing system product catalogues,
 - To assist as required, especially in improvements to the materials management department service, and identify cost saving opportunities.
 - To answer emails promptly and courteously and taking appropriate action
 - To answer telephones promptly and courteously, actioning and taking messages where appropriate.
 - To work on receipt point, receipting and receiving goods as required
 - To ensure allocated wards/departments have adequate Personal Protective Equipment.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The post holder will be required to adhere to the facilities department policies and procedures, to include standard operating procedures for the Resus and Integra ordering system; in line with the overarching compliance with Trust Standing Financial Instructions and all Trust policies

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

- To demonstrate good communication skills, providing and receiving routine information to Materials Distribution staff, suppliers and wider Trust staff, both verbally and written, being able to use tact and persuasion when required. Providing advice, instruction or training on materials management and goods in duties, where the subject matter is straightforward.
- To provide training in own area of work, demonstrating and providing advice to new and less experienced members of staff on the Goods in and Materials Management systems and procedures.
- The ability to develop close working relationships within the team and Trust wide departments.
- To manage email communication in a timely manner and in line with the trust Email Best Practice guidance.
- To carry out any duties as directed by the materials management Operations Manager,
- To participate in team and department meetings as required.
- To treat all service users, and colleagues, in a friendly and helpful manner, thus promoting and maintaining a good communication network with all service user groups in line with the Trust values.
- To ensure all training is up to date

KEY WORKING RELATIONSHIPS

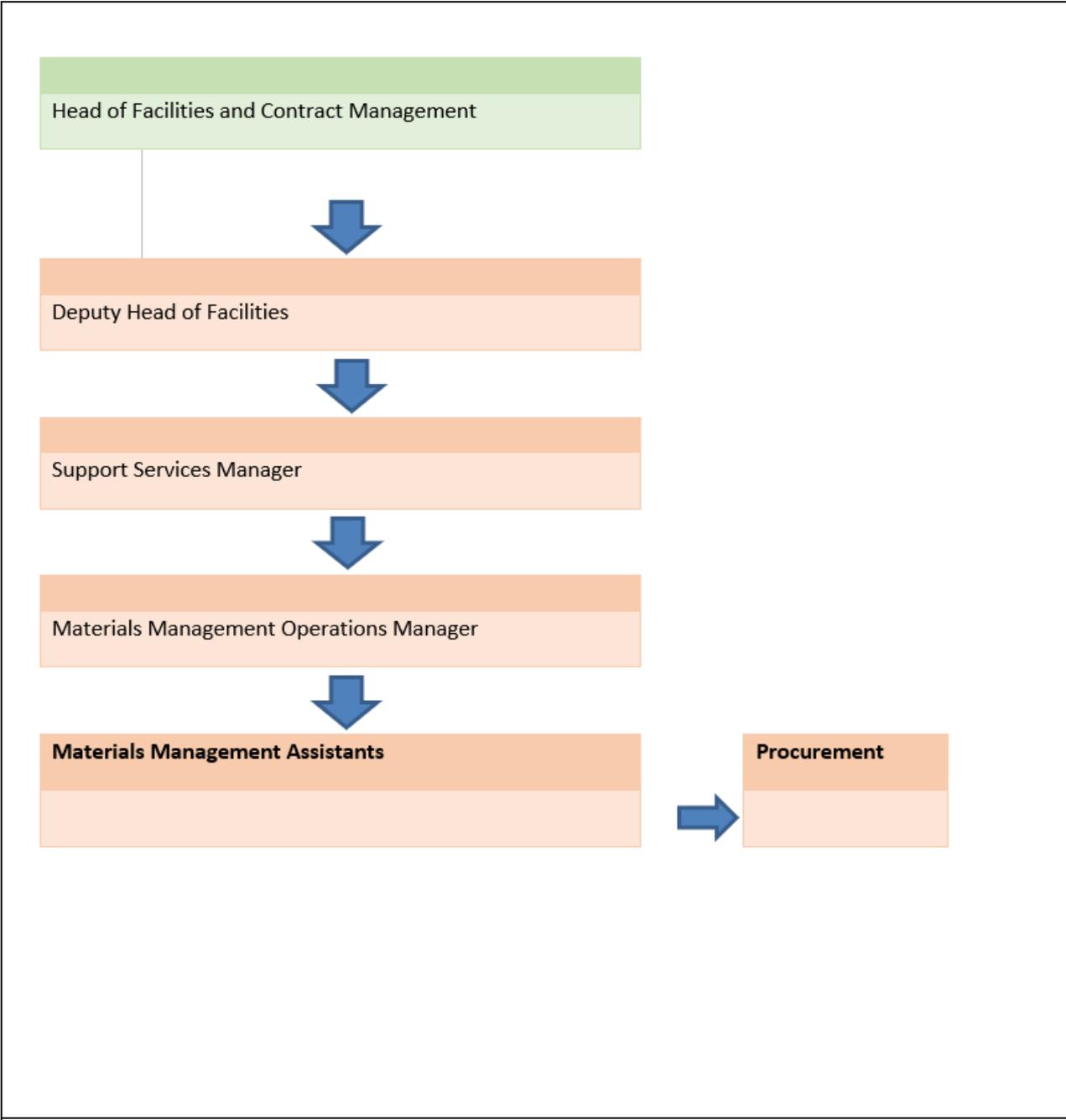
The post holder is required to deal effectively and professionally with staff of all levels throughout the Trust, the wider Healthcare community, external organisations. This will include verbal, written and electronic communications

The main contacts will be with:

- Head of Facilities
- Materials Management Operations Manager
- Senior Directorate Buyers & Buyers
- Administration staff
- Materials Management and Goods In team
- Ward Managers / Budget Holders
- Nursing staff
- Infection Control Staff
- NHSSC
- External suppliers & couriers

ORGANISATIONAL CHART





FREEDOM TO ACT

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the operations manager. Work is managed rather than supervised although there will always guidance in line with the department policies - however the post holder will organise their own workload on a day to day basis.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

- To demonstrate good communication skills, providing and receiving routine information to Materials Distribution staff, suppliers and wider Trust staff, both verbally and written, being able to use tact and persuasion when required. Providing advice, instruction or training on materials management and goods in duties, where the subject matter is straightforward.
- To provide training in own area of work, demonstrating and providing advice to new and less experienced members of staff on the Goods in and Materials Management systems and procedures.
- The ability to develop close working relationships within the team and Trust wide departments.

To manage email communication in a timely manner and in line with the trust Email Best Practice

ANALYTICAL/JUDGEMENTAL SKILLS

Make judgements on facts or situations, communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.

- Demonstrate an ability to respond to challenging situations to produce a range of effective solutions to problems and confidence in decision making.
- Have the ability to work calmly under pressure, cope with unpredictability and adapt to changing circumstances.
- To be conversant with investigating problems e.g. stock issues to include supply and storage and most efficient process to be followed.

PLANNING/ORGANISATIONAL SKILLS

The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks. Support the Procurement team with any information requests that are required. Organise and maintain administrative records as necessary.

- To assist the materials management operations Manager in the planning and organisation of straightforward tasks, ensuring that the materials management and goods in service operate in an efficient manner to ensure achievement of productivity, accuracy and timeliness objectives.
- Ensure you complete your duties in accordance with Trust policies and procedures and where improvements are necessary complete the appropriate documentation.
- To have a proactive approach to maintaining clear corridors and internal areas within Trust Buildings.

PATIENT/CLIENT CARE
The post holder is required to put the patient, as the first priority, at the centre of all activities.
POLICY/SERVICE DEVELOPMENT
To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided
FINANCIAL/PHYSICAL RESOURCES
Ensure compliance with Trust Standing Orders and Standing Financial Instructions; ensure accuracy of information within the Integra database to support the wider organisation. <ul style="list-style-type: none"> • Responsible for maintaining the security of all stock and deliveries held in the department. • Responsible for the safe use of equipment, such as the pallet trucks, flatbed trolleys and PDA's
HUMAN RESOURCES
<ul style="list-style-type: none"> • Provide on the job training for colleagues where necessary, taking an active part in the review of own work.
INFORMATION RESOURCES
<ul style="list-style-type: none"> • Daily use of IT programmes relevant to the department and keyboard skills, to be able to deal with general routine enquiries from wards and departments, guided by policy and SOP. • To run reports on ward stock controls, for annual procurement report.
RESEARCH AND DEVELOPMENT
Comply with Trust requirements for information requests.
PHYSICAL SKILLS
Physical effort/lift boxes and filing with manual handling skills to include lifting, carrying, pushing, pulling and manoeuvring of loads, using flatbed trolley's and pallet trucks.
PHYSICAL EFFORT
Physical effort/lift boxes and filing with manual handling skills to include lifting, carrying, pushing, pulling and manoeuvring of loads, using flatbed trolley's and pallet trucks. Requirement to sit at display screen equipment for some of the working day.
MENTAL EFFORT
Concentration required for checking data entry on computer. Concentration is required to ensure accurate inputting of information onto the relevant database/s.
EMOTIONAL EFFORT

Exposure to emotional and/or distressing circumstances is low, but you will be working on wards and clinical areas, there is frequent interruption within the department.

WORKING CONDITIONS

This is a physical role and which includes all elements of manual handling as well as a great deal of walking, there is use of display screen equipment and telephone for a proportion of the working day.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Complete a level 2 apprenticeship

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself 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.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Materials Management Assistant
------------------	--------------------------------

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> Good Standard of education 	Y	
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Knowledge of Materials Management (Top up) process Knowledge of Hospital Support Service functions Good written and verbal communication skills Good organisation skills Ability to multi-task Basic user of Microsoft Word and Excel Problem solving abilities 	Y Y Y Y Y	Y Y
EXPERIENCE		

<ul style="list-style-type: none"> • Previous experience in an NHS Organisation 		Y
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> • Ability to work on own initiative • Fitness to undertake the duties of the post • Courteous and professional attitude • Ability to follow instructions • Ability to prioritise workloads • Ability to work in a busy environment • Reliability and Flexibility, able to contribute to changing demands of the service. • Willing to undertake training relevant to the post. 	Y Y Y Y Y Y Y Y Y	
OTHER REQUIREMENTS Full clean driving licence The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	Y Y	Y Y

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitizers (e.g. isocyanates)	N				

Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y				X
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	N				

JOB DESCRIPTION

1. Job Details

Job Title: Ward Housekeeper

Grade: Band 3

Accountable managerially to: Ward Matron

Responsible daily to: Matron / Ward Sister / Nurse in Charge

Ward / Directorate: As allocated

2. Job Purpose

- To work as part of the clinical ward team and to be responsible for the co-ordination of all patient facilities services in the ward area, ensuring a clean, safe and comfortable environment
- The main elements of the role are to ensure that there is a seamless approach to the provision of non-clinical services, ensuring the appropriate delivery of cleaning, catering and minor maintenance together with other specific tasks, to meet individual patient's needs as determined by the ward Matron in accordance with PAS 5748 Cleaning of Healthcare Facilities, 2011 documentation and NPSA Nutritional Guidelines, 2009
- To share and receive routine information with the ward team, cleaning, catering and other support staff as required regarding the patient's day, ensuring that work is planned in the most appropriate way to provide a high-quality patient focused service.
- The post holder will be required to work closely with other facilities departments / support services and will monitor quality standards, report deficiencies and take appropriate action
- The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

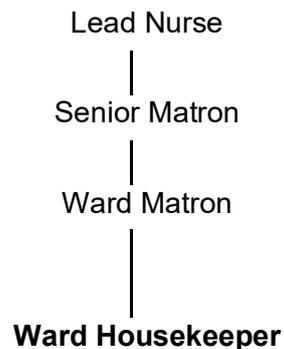
3. Dimensions

No budgetary responsibilities but will advise and influence ward expenditure to improve the patient environment

4. Key working Relationships:

- Ward Matron
- Senior Matron
- Multi-disciplinary ward team
- Domestic Assistants
- Catering Assistants
- Domestic Supervisors & Asst Domestic Manager
- Catering Supervisors & Patient Meals Service Manager
- Facilities Training Officer
- Quality Assurance and Performance Coordinator
- Facilities Service Manager
- Patients & their carers
- Estates
- Volunteers

4. Organisational Chart:



5. Key Result Areas/Principal Duties and Responsibilities:

Key Responsibilities

1. Ensure that personal privacy, dignity and confidentiality relating to all aspects of the Trusts operations is maintained.

2. To provide a focal point for individual patients in relation to their day to day non-clinical needs.
3. To receive, welcome and guide patients to their allocated bed space. Also, to meet and greet visitors on their arrival to the ward, liaising with the multi-disciplinary team as appropriate.
4. Co-ordinate all non-clinical compliments and complaints and share with the Matron in the first instance and then with the relevant service provider for action as appropriate.
5. Liaise with the ward Matron / Nurse in Charge and Facilities Services staff to ensure that the day's work is flexibly planned in the most appropriate way, in order to deliver a high standard of patient facilities services.
6. In partnership with Domestic Services ensure that a clean, safe and comfortable environment is maintained and patient equipment is cleaned in accordance with National Specifications for Cleanliness in the NHS, 2007 and PAS 5748 Cleaning in Healthcare Facilities, 2011 documentation.
7. In partnership with Ward Catering Services ensure a range of catering services are provided to patients at ward level in accordance with NPSA Nutritional Guidelines, 2009. Make sure that all patient nutrition and hydration requirements are managed throughout the day and delivered in a timely and efficient manner within the designated protected meal times.
8. Attend clinical ward team meetings, ward handover, facilities led meetings as required. Communicate any relevant information to other service providers e.g. changes in a patient's dietary requirement, specialist cleaning etc
9. Under the guidance of the Matron or Nurse in Charge, act as the liaison between the clinical team and the non-clinical service providers, in order to ensure a seamless service. Report any non-compliance of service to the relevant Facilities department and other service providers as appropriate and formally report to Ward Matron & the nominated Facilities Service Manager on a weekly basis.
10. Carry out quality assurance audits on a regular basis monitoring cleaning, catering, waste management and the patient environment quality standards in compliance with relevant legislation, policies and procedures. Share results with relevant Facilities Division departments and develop action plans for non-compliance and track progress as required.
11. Where appropriate discuss and propose changes to non-clinical working practices with nursing and facilities management.

12. Work co-operatively with colleagues as part of the ward team and where required perform additional duties (in accordance with grade) as and when directed by the ward clinical team thus enabling Nursing staff to undertake direct patient care.
13. Assist with the planning of ward based facilities programmes such as **PEAT** inspections, outbreak cleaning and the annual deep cleaning programme.
14. Identify areas where the patients' experience could be enhanced and communicate ideas and suggestions to the ward matron and Facilities Service Manager.
15. Ensure a pro-active response to problem areas through effective communication in accordance with Trust policies and procedures. Report back to Facilities departments and other service providers as required in a structured manner.
16. Deliver good principles of customer care ensuring helpfulness, awareness and compassion to patients, carers, visitors, staff and colleagues

Cleaning:

1. To ensure general and specialist patient equipment is cleaned in accordance with National Specifications for Cleanliness in the NHS, 2007 and PAS 5748 Cleaning in Healthcare Facilities, 2011 documentation; the Trust Patient Equipment Cleaning Policy and agreed cleaning schedules. This will include the cleaning of patient equipment, e.g. wash bowls, bedside oxygen and suction connectors, patient fans, bedside alcohol hand wash, glove and apron boxes and holders, clip boards and notice boards, notes and drugs trolleys, patient personal items including cards and suitcases / bags, linen trolley as per the required national specifications for cleaning. This duty will also be undertaken by Domestic Assistant staff and, where applicable, nursing staff.
2. To co-ordinate the timely cleaning of vacated bed spaces / side rooms as required and if there is no cleaning service available to under take cleaning as required.
3. Where appropriate, to ensure that following the discharge of a patient, the bed frame and mattress, bed area and locker are cleaned and the bed is re-made in preparation for incoming patients e.g. disinfecting wash bowls, soap and paper towels are replenished and general tidying of areas including the sluice.
4. To maintain upkeep of patient bed areas e.g. report maintenance requirements, ensure that the patient's lockers, tables and chairs are uncluttered and free of litter at all times.

5. To change ward curtains on an emergency basis if required and to liaise with the Domestic Supervisors to ensure that there is an adequate supply of spare curtains available.
6. To ensure that all alcohol gel dispensers (and if necessary aprons, gloves, paper towels and soap for hand hygiene) are replenished, thus contributing to the prevention of cross-infection from one patient to another.
7. Where necessary liaise with the Domestic Services management team to discuss work schedules and timings of cleaning duties within the ward area
8. To assist in ensuring general cleaning standards are maintained on the ward by reporting problems noted and raising any concerns to the duty Domestic Supervisor or the Matron.

Catering:

1. In partnership with Ward Catering Services ensure that thorough cleaning standards are maintained within the ward kitchen in accordance with Food Hygiene Regulations and associated Trust policies and procedures.
2. Where required encourage and assist patients to order food (on a daily menu card) taking into account any special dietary needs and medical requirements as determined by the nursing team.
3. Ensure that patients are physically able to reach their food and assist patients as necessary e.g. remove lids, packaging, polythene and cling film, cutting up food etc.
4. Offer assistance to patients before and after meals to clean their hands
5. Ensure that Nutritional Supplements have been ordered and issued out to patients as required by the appropriate staff.
6. To ensure patients whose fluid intake is not medically restricted have access to fresh water as directed by the nursing team.
7. Check that all temperature recording has been completed as required on a daily basis e.g. ward pantry refrigerator.
8. Where necessary liaise with the Patient Meal Services management team to discuss work schedules and timings of catering duties within the ward area

9. To assist in ensuring that patients nutritional and hydration requirements are maintained on the ward by reporting problems noted and raising any concerns to the duty Catering Supervisor or the Matron.

Linen:

1. Ensure that the management of linen at ward level complies with relevant policies and the Trust's Linen Policy
2. Liaise with Linen Services to ensure required amount of linen is delivered to the ward on a daily basis
3. Communicate directly with new and existing ward staff regarding the handling of clean and soiled linen at ward level and ensure that appropriate systems of return are maintained for all linen items, in accordance with the Trust Linen Policy.
4. Ensure patient laundry is sent to the central laundering service in a timely manner and check upon its return

Waste Management:

1. Communicate directly with new and existing ward staff regarding the handling of all waste streams at ward level and ensure that appropriate systems are maintained for all waste management, in accordance with the Trust Waste Management Policy
2. Ensure waste bins are of the correct size, correctly labelled and are sited in appropriate locations throughout the ward
3. Encourage recycling where possible in accordance with the Trust's Waste Management Policy
4. Ensure that all waste management standards are maintained on the ward by reporting problems noted and raising any concerns to the Waste Manager or the Matron.

Maintaining the Environment:

1. To work as part of a team to ensure the ward is safe and tidy at all times, e.g. remove clutter, tidy notice boards, signage etc.
2. Check over bed lights on a weekly basis to ensure that bulbs are working and where appropriate report any faults to the Estates department.

3. To monitor the general ward environment and to co-ordinate necessary repairs and maintain records of defects reported to the Estates Department or other and the remedial action taken.
4. To co-ordinate the wards defect call log book, ensuring that all defects are logged, reported and recorded.
5. Ensure the safe storage of equipment in conjunction with the nursing team.

Audit

1. To be responsible for undertaking the following audits on a weekly basis (unless advised otherwise): Cleaning, Food service, Waste Management, Ward Environment
2. Document findings using authorised paperwork.
3. Submit audits to the Quality Assurance and Performance Coordinator on a weekly basis.
4. Ensure all faults are rectified in a timely manner and where necessary take further corrective action to ensure these are rectified. Escalate ongoing issues to the Ward Matron or Facilities Service Manager.
5. Ensure the correct completion of all required paperwork and where necessary ensure its timely return to the appropriate department. For example:
 - Daily Cleaning Checklists
 - Legionella Control forms
 - Food Record Charts
 - Fluid Charts
 - Temperature Records
 - Weekly Cleaning Records

General:

1. Assist patients using the bedside entertainment system as required, reporting faults or complaints to Patient Line helpdesk. Monitor the cleaning of the equipment by Domestic Assistants
2. To respect the privacy and dignity of patients whilst carrying out your duties.
3. To issue patient satisfaction surveys as required.

4. To attend and participate in meetings.

Working Practices and Relationships:

1. To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace. Always work in compliance with rules and working practices. Report all unsafe situations, incidents and accidents as appropriate.
2. To maintain effective working relationships
3. To foster people's equality, diversity and rights
4. To maintain environmental, food hygiene and personal hygiene by wearing the correct full uniform at all times in accordance with the Trust Uniform and Dress Code Policy. This includes the correct personal protective equipment when undertaking meal service and cleaning duties.
5. To display a formal Trust ID badge at all times whilst on duty and ensure other staff are displaying formal ID badges as appropriate.
6. To participate in personal development reviews (PDR's) as required.
7. To contribute to personal development reviews (PDR's) for Domestic Assistants and Catering Assistants as required
8. To undertake any mandatory training or other training required to maintain competency in the role.
9. To maintain complete confidentiality with regard to service information and patient issues. Ensure tact and diplomacy is maintained at all times.
10. Where appropriate to the grade, undertake such duties as deemed necessary as directed by the Nurse in Charge / Ward Sister / Matron in order to assist the ward team in ensuring that patients' needs are met.

6. The Trust – Purpose and Values:

- We are committed to serving our community by being a high quality specialist Hospital with consultant-led services. We aim to co-ordinate our services with primary and

community care, and to develop a limited number as Sub-Regional Referral Centres with appropriate levels of research, development and educational involvement. Where appropriate, and consistent with our services, we may provide services aimed at preventing disease and debilitation.

- We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.
- 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.
- The Trust is a non-smoking employer. Staff and Patients are therefore encouraged not to smoke. The Post holder will be expected to adhere to this policy.

General:

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

PERSON SPECIFICATION

POST: **Ward Housekeeper**
GRADE: **Band 3**

REQUIREMENTS	E/D*	<i>At Recruitment</i>	<i>At 2nd KSF Gateway</i>
<u>QUALIFICATIONS/SPECIAL TRAINING:</u>			
NVQ level 3 or equivalent experience	E		
Basic Health & Safety Certificate	D		✓
Basic Food Hygiene*	D		✓

Willing to undertake training relevant to the post *If applicants do not currently hold these qualifications they must be willing to work towards achieving them once in post.	E		
<u>KNOWLEDGE/SKILLS:</u> Namerate & Literate Basic knowledge of Microsoft programmes & able to use a pc Effective Communication Skills at all levels Good interpersonal Skills	E E E E		
<u>EXPERIENCE:</u> Previous experience in hospitality or a similar role e.g. housekeeping/catering Previous Healthcare experience Understanding & compassion for patients and their visitors Previous Direct Customer Care Experience Good understanding of confidentiality	E D E E E		
<u>PERSONAL REQUIREMENTS:</u> Able to carry out work to a schedule, with the direction of senior nursing staff, or other senior management, only where necessary Able to demonstrate sound judgement regarding compliance with policies and procedures e.g. Health and Safety, CQC standards etc Enthusiastic, approachable & motivated Fit and healthy – standing for long periods of time, lots of walking, moving equipment etc Reliable Neat and tidy appearance with a good standard of personal hygiene Ability to use own initiative and work with minimal supervision Able to plan, organise and prioritise own work load and that of others Good decision making & problem solving ability Able to cope with distressing or emotional circumstances e.g. bereavement / illness	E E E E E E E E E E		
<u>OTHER REQUIREMENTS:</u> Able to work as part of a multi-disciplinary team Ability to be flexible e.g. break times, hours of work	E E		
<u>HAZARDS/RISKS:</u>			

<p>Understanding & conforming to COSHH regulations Be willing to learn COSHH regulations*</p> <p>Handling & use of detergents, sanitisers and other cleaning agents</p> <p>Handling & disposal of Clinical Waste</p>	E		
	E		
	E		
	E		

- Essential/Desirable

HAZARDS:					
NOTE: FAILURE TO COMPLETE THIS SECTION WILL DELAY THE INTERVIEW PROCESS					
Laboratory Specimens		Clinical contact with Patients	X	Dealing with violence & aggression of patients/relatives	X
Blood / Body Fluids	X	Dusty Environment		VDU Use (occasional)	X
Radiation		Challenging Behaviour	X	Manual Handling	X
Solvents	X	Driving		Noise (over 85 dB)	
Respiratory Sensitisers	X	Food Handling	X	Working in isolation	
Cytotoxic Drugs		Vibration or electrical work		Night Working	

JOB DESCRIPTION

Job Details	
Job Title	Logistics and Post Assistant
Reports to	Logistics Supervisor or Logistics, Post & Waste Operations Manager
Band	2
Department/Directorate	Logistics Department / Facilities Management

JOB PURPOSE	
<p>Being guided by standard procedures, provide internal supply chain services including receipts, distribution and materials management using computerised receipts, storage and bar coded data capture systems.</p> <p>Develop productive working relationships with customers seeking to minimise inventory level and reducing invoice queries.</p> <p>Build collaborative relationships and achieve positive performance against patients care, quality and value for money targets.</p> <p>Logistics and Post Assistants will be required to work at various locations across the Trust, including Wonford, Heavitree, Mardon and the Distribution Centre at Sowton.</p>	
KEY WORKING RELATIONSHIPS	
<ul style="list-style-type: none"> • Head of Facilities Management • Service Manager (Facilities) • Operational Support Manager • Facilities Operational Managers • Logistics & Post Manager • Logistics, Post & Waste Operations Manager • Logistics Warehouse Manager • Supervisors • Logistics Assistants • Post Assistants • Ward Housekeepers / Ward Clerks • Ward Matrons and Nursing staff • Infection Control Staff • Site Management / On-Call teams • Governance Manager • All other Facilities Staff 	
ORGANISATIONAL CHART	
Organizational chart content would go here	

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To be fully conversant with the Logistics Department Materials management programme and procedures.
- To be fully conversant with the Logistics Department Receipts and distribution procedures.
- To be fully conversant with the Logistics Department Warehouse procedures.
- To use hand held device to scan bar codes and order products to adequately maintain stock levels.
- To ensure that deliveries are correct against requisition, resolve any discrepancies arising from miss-picks, damaged goods, etc. and report these to a Line Manager.
- To assist in the implementation of Materials Management systems at ward/department level to new areas and maintain existing areas.
- To assist with the maintenance of records and collection of data as required.
- To inform Line Manager of any faults with the Logistics delivery vehicle.
- To be available in the event of a significant/major incident at any time; this could include after hours, weekends and Bank Holidays.
- To receive all mail into the Post room and accurately sort, whether Royal Mail, Trust courier mail or internal mail, as directed by the Assistant Manager and in accordance with Trust and Departmental Policies and procedures.
- To deliver internally, all mail, whether Royal Mail, Trust courier mail or internal mail, in accordance with trust and departmental policies and procedures.
- To collect, sort and deliver patient notes collected from the postal rounds to the appropriate secretaries, wards or departments.
- To precisely sort, weigh and 'frank' outgoing mail in to correct class, in accordance with Trust and Departmental policies and procedures.
- Receive sign and record Royal Mail Special, Next Day and Recorded delivery mail.
- Receive sign and record external courier's incoming parcels.
- Accurately sort General Practitioner, Health Centre and other Hospital courier mail for Trust Courier service.
- To perform any other duties as may be requested by the Logistics Supervisor, Assistant Manager or Manager commensurate with the position.

COMMUNICATION/RELATIONSHIP SKILLS

- To be able to communicate orally, using the Trust (Logistics Department) mobile phones provided, to give and receive routine information mainly with work colleagues.
- Ability to be able to communicate with Trust Staff and external contractors, both face to face and over the telephone to provide and receive routine information.

ANALYTICAL/JUDGEMENTAL SKILLS

- Judgements / decisions will need to be made on routine tasks involving straightforward facts or situations.

PLANNING/ORGANISATIONAL SKILLS

- Follow a set work routine, liaising with colleagues, Logistics Supervisor and Line Manager, as and when required.
- To be flexible to have shifts changed to cover for colleagues' absences if required. Management will give as much notice as possible, but shift changes for cover other than annual leave will often be at short notice.
- To be able to access the Health Roster system for the booking of annual leave.
- To be able to access the Learn+ system to be able to complete required training.

PHYSICAL SKILLS

- To receive, unpack and check deliveries from Suppliers.
- To ensure the security and delivery of goods to appropriate destinations.
- To receive, unpack and put away stock on wards/departments ensuring stock rotation.
- To receive, unpack and check deliveries from Suppliers.
- To accurately operate the Pitney Bowes franking machines and the franking machine postal accounting system.

PATIENT/CLIENT CARE

- To be polite and courteous to staff, patient and visitors during periodic incidental contacts.
- To maintain and promote good working relationships with ward / department staff at all times.
- To ensure the security and delivery of goods to appropriate destinations.
- To provide cover for other members of the Logistics team when requested by the Logistics Supervisor, Operations Manager or Manager.
- To maintain Emergency/Out of hours store for critical areas when required (Theatres/ITU/PPE).
- To ensure stock levels are sufficient at all times including the cover of weekends and Bank Holidays.
- In conjunction with the Ward Matron and Logistics Supervisor/Operations Manager, regularly review top up inventory level and increase or decrease levels as necessary to ensure the Trust stocked to the correct level based on usage.

POLICY/SERVICE DEVELOPMENT

- To be able to refer to and follow Trust Policies and Standard Operating Procedures for own area of work. May be asked to comment on Departmental policies and procedures.
- To understand Health & Safety and Confidentiality guidelines, promptly reporting any untoward incident to the Logistics Manager/ Waste, Post & Logistics Operations Manager / Logistics Supervisor and completing any appropriate accident/incident reports in line with Trust policy (Datix).

FINANCIAL/PHYSICAL RESOURCES

- Ensures the safe use of equipment used in the course of own work.
- Use electric powered and non-electric powered postal trolleys and master mover cage tugs.

HUMAN RESOURCES

- To provide training and advice to new members of staff, as and when required.

INFORMATION RESOURCES

- Follows procedure for time management, by clocking in and out.

RESEARCH AND DEVELOPMENT

- Occasionally undertakes surveys or audits, as necessary for own work area. May be asked to test new equipment for the Department.

FREEDOM TO ACT

- To follow well defined Department Standard Operating Procedures and Policy. Supervision available for advice and guidance, if required.

OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
- The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself 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.

Proportion of line managers whose job descriptions include supporting employee health and wellbeing.

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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.

Logistics Assistant Person Specification

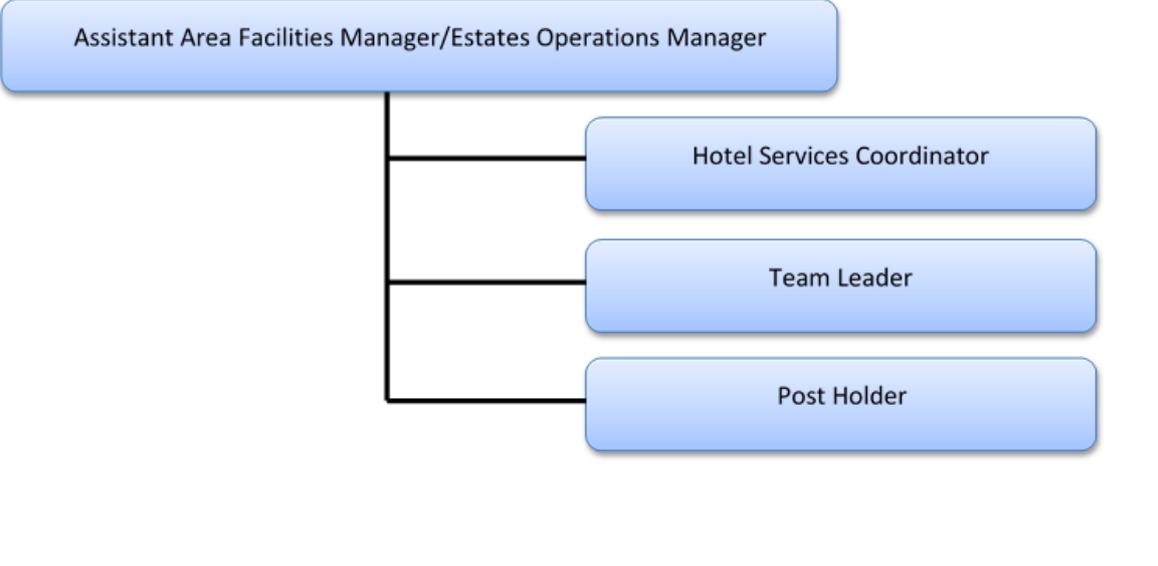
Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Educational Standard, including GCSE English & Maths Grade A-D or to be able to demonstrate that they can operate at this level.	E	E
Basic IT qualification or equivalent.	E	E
KNOWLEDGE/SKILLS		
Knowledge of Materials Management within an NHS Setting.	D	E
Knowledge of NHS computer systems in particular NSH Supply Chain EDC.	D	E
Basic computer skills, including use of Microsoft Word and Excel.	E	E
Ability to work of own initiative with a degree of influencing skills.	E	E
EXPERIENCE		

Experience of working in a warehouse environment	E	E
Experience of driving a Reach Forklift Truck	D	E
General Stores Keeping	E	E
General Inventory Management	E	E
Receiving of Goods	E	E
PERSONAL ATTRIBUTES		
Strong team player	E	E
Responsible	E	E
Excellent Time Keeping	E	E
Professional Attitude	E	E
Enthusiastic, focussed and self-challenged	E	E
Strong drive for personal achievements	E	E
Flexible and willing to help others	E	E
Able to stand and walk for long distance	E	E
Able to lift, carry and push maximum permitted loads	E	E
Ability and willingness to be able to undertake all relevant training	E	E
OTHER REQUIRMENTS		
Reach Forklift Licence	D	E
Counter Balance Forklift Licence	D	E
Banksman Trained	D	E
Basic First Aid Trained	D	E

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					

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				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y		X		
Heavy manual handling (>10kg)	Y		X		
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	Y		X		

JOB DESCRIPTION HSA

JOB DETAILS	
Job Title	Hotel Services Assistant
Reports to	Hotel Services Coordinator
Band	2
Department/Directorate	Estates and Facilities Management (EFM) / Finance
JOB PURPOSE	
<p>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.</p>	
KEY WORKING RELATIONSHIPS	
<p><input type="checkbox"/> Ward/Department staff and patients (if appropriate), Hotel Services Assistants, Team Leaders, Coordinators and other Facilities staff and colleagues in the Trust.</p> <p>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.</p>	
ORGANISATIONAL CHART	
 <pre> graph TD A[Assistant Area Facilities Manager/Estates Operations Manager] --- B[Hotel Services Coordinator] A --- C[Team Leader] A --- D[Post Holder] </pre>	

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.

<ul style="list-style-type: none"> Ability to comply with service requirements 		
<p>PERSONAL ATTRIBUTES</p> <ul style="list-style-type: none"> 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. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<p>OTHER REQUIRMENTS</p> <ul style="list-style-type: none"> 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) 	<p>E</p> <p>E</p>	<p>D</p>

JOB DESCRIPTION

JOB DETAILS

Job Title Catering Assistant

Band: 2

Reports to: Catering Supervisor / Team Leader

Accountable To: Catering Manager

Department / Directorate: Catering Department / Operations Support Division

1. JOB PURPOSE

Working for the Catering department the post holder will be required to work in Retail Catering and the Patient Meal Service. The post holder will be required to provide a polite, courteous and helpful service to all customers, including patients and staff.

The post holder will work as an integral part of the ward team ensuring a high-quality service to patients. They will be responsible for the co-ordination of all patient food and beverage services in accordance with the NPSA Nutritional Guidelines, 2009.

While working in the Patient Meal Service the main elements of the role are ensuring the delivery of food and beverage services to patients throughout the day.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

2. DIMENSIONS/ KEY WORKING RELATIONS

Dimensions:

Patient Meal Services

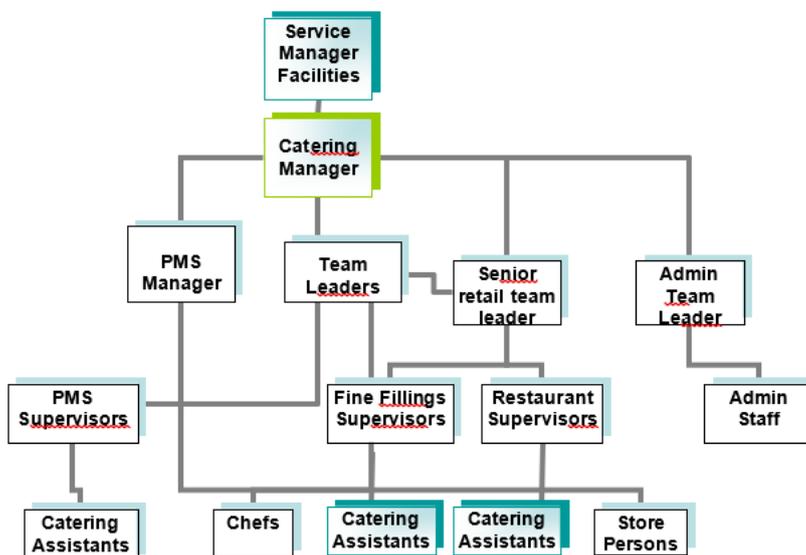
This service provides meals to patients across the Wonford site. They offer , Lunch and Dinner and afternoon / teatime snacks to patients on the Wards.

Key Working Relationships:

- Catering Supervisors
- Catering Management
- Facilities Service Manager/s

- Head of Facilities Management
- All staff using the catering facilities
- Ward Matrons
- Ward Housekeepers
- Patient Meal Service Manager / Supervisors / Catering Assistants
- Domestics Manager / Supervisors / Quality Assurance Team / Domestics Assistants
- Multi-disciplinary ward team
- Patients

4. ORGANISATIONAL CHART:



5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

Communication and Relationship Skills

Communication with colleagues, patients, staff and visitors who use the Trust's catering facilities to provide and receive routine information in regard to menu changes and dietary information.

To ensure, in conjunction with the Ward Housekeeper or Matron/ nurse in charge, that patients are provided with appropriate beverages at the agreed regular intervals throughout the day.

Knowledge, Training and Experience

The post holder will be required to obtain a Food Hygiene Certificate.

Comply with all relevant Food Hygiene, Health and Safety and all other legislation.

To comply with all operational procedures of the Catering Department.

To undertake appropriate cleaning duties as required maintaining the Department's and Trust's high cleaning standards.

Analytical and Judgemental Skills

To work as a productive member of the whole catering team with a flexible attitude to the work and be sensitive to other colleague's requirements.

To use your initiative and highlight any issues.

Report any estates faults to your immediate Supervisor.

To serve meals in conjunction with the Ward Housekeeper and nursing team, ensuring patients' dietary needs are met through correct portion control.

Planning and Organisational Skills

To prepare hot/cold beverages including appropriate trolley/equipment and ensure that all beverages are served at the correct temperature according to food hygiene regulations.

To co-ordinate extra meal requirements that may arise in conjunction with the Ward Housekeeper or Nurse in Charge.

Physical Skills

Kitchen

Assist in food and beverage preparation as required in the area of work, including producing salads, wrap cakes, prepare potatoes, tinned fruit and jacket potato fillings.

To receive goods and supplies and place correctly in appropriate storerooms.

To re-stack shelf supplies as required ensuring stock rotation principles are followed.

To prepare, deliver and serve at functions, if required.

Load regeneration trolley with hot / cold food as necessary. Monitor and record hot and cold food temperatures before leaving the central Catering department.

Collect and return regeneration trolley to the central Catering Department.

Ensure that, at the end of every meal and beverage service, that all cutlery, crockery and condiments are removed from the patient area and correctly stored, disposed of or stacked ready for washing.

To wash equipment/utensils used in the preparation, regeneration, and serving of food and beverages (some items are to be returned to the main catering department).

Operate the dish washing machine and carry out daily cleaning.

Patient/Client Care

Contact with Patients to provide food information and assist with ordering food.

To ensure patients whose fluid intake is not medically restricted have access to fresh water as directed by the nursing team.

Serve meals/snacks/beverages to patient, staff and visitors.

Policy/Service Development

Post holder will be required to work to all Trust Policies and procedures in their role to include the following:

- To wear appropriate dress & shoes to ensure adherence to Health & Safety requirements and to follow the requirements of the uniform policy. This includes the correct personal protective equipment when undertaking meal service and cleaning duties.
- Upon receipt of the regeneration trolley at ward level, ensure that the regeneration procedure is followed to ensure food is held at the correct temperature both prior to and during service.
- To maintain the ward kitchen hygiene standards, ensuring it is clean and tidy at all times.
- To ensure good practice in relation to the stock rotation and the recording / discarding of out of date food.
- To monitor and record fridge temperatures daily in accordance with food safety regulations and report problems as appropriate.
- To ensure refrigerated food is labelled and stored correctly.

Financial and Physical Resources -Retail

Operate the electronic tills and handle cash.

To receive goods and supplies and place correctly in appropriate storerooms.

To re-stack shelf supplies as required ensuring stock rotation principles are followed.

Human Resources

Post holder may be required to demonstrate own activities to new or inexperienced staff.

Information Resources

Monitor and record regenerated food temperatures prior to and during service in accordance with food safety regulations and take corrective action where necessary if food does not reach the required temperature.

Research and Development

The Post holder will be required to complete audits and surveys as and when required, e.g. staff survey.

Freedom to Act

Post holder will be required to work in line with health, hygiene, food preparation and cooking procedures and Trust Policies, as directed by the Catering Supervisor.

Physical Effort

Exert frequent light, moderate effort for short periods during a shift for example when lifting/moving kitchen equipment and stores.

To use general domestic type electrical equipment, e.g. kettles, toasters, microwaves and refrigerators in accordance with their instructions.

Mental Effort

Concentration required when using kitchen equipment, preparing food and operating the electronic till.

To complete all required paperwork correctly and in a timely manner. This includes , temperature records, daily cleaning checklists etc.

Emotional Effort

Rare exposure distressing/emotional circumstances.

Working Conditions

Exposure to the working conditions of a busy kitchen / restaurant, e.g. hot, humid, noisy.

Other Responsibilities:**Cleaning:**

- To ensure that the ward kitchen is kept clean and tidy at all times.

- To use appropriate equipment/machinery/chemicals to clean all surfaces in accordance with instructions so as to ensure that a clean and hygienic environment is maintained.

General:

- To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace. Always work in compliance with rules and working practices. Report all unsafe situations, incidents and accidents as appropriate.
- The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection, including hand washing, barrier / terminal cleans and colour coding of cloths, mops and buckets.
- To maintain effective working relationships.
- To foster people's equality, diversity and rights.
- To display a formal Trust ID badge at all times whilst on duty.
- To participate in an annual performance review (which could be held jointly between Catering Services and the Ward Housekeeper in some circumstances).
- To maintain complete confidentiality with regard to patient issues.
- To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling.
- To contribute to and work within a safe working environment.
- Where appropriate to the grade, undertake such duties as deemed necessary as directed by the Catering Supervisor, Ward Housekeeper, Nurse in Charge or Ward Matron in order to assist the catering / ward team in ensuring that patients' / visitors needs are met.
- Postholder may also be required to work in other Facilities Support Services Assistants roles as and when required, for example, in the event of a major incident or adverse weather event.

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.

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.

PERSON SPECIFICATION (POST ATTRIBUTES)

POST: FACILITIES SUPPORT ASSISTANT (CATERING)

BAND: 2

REQUIREMENTS	At Recruitment	PDR
<u>QUALIFICATIONS/SPECIAL TRAINING :</u>		
Good Basic Education, GCSE A –D (levels 7-3) including Maths and English or equivalent	E	E
Food Safety Certificate Level 2 or in progress of obtaining	D	E
<u>KNOWLEDGE/SKILLS:</u>		
Knowledge of a range of catering industry procedures including food preparation, cooking food and food safety.	E	<u>E</u>
Customer Service - able to demonstrate experience	E	<u>E</u>
Ability to work on own & use initiative	E	<u>E</u>
Demonstrate an understanding of the concept of quality	E	<u>E</u>
Demonstrate an understanding of the importance of hygiene and safety	E	<u>E</u>

<u>EXPERIENCE:</u> Experience of working within in a food service environment Experience of working within health and safety guidelines Experience of working with members of public Confident in using catering equipment Experience of working within a customer facing role Experience of working within a team	E D E E E E	E E E E E E
<u>PERSONAL REQUIREMENTS:</u> Able to work as a team member Good interpersonal skills and communicator Ability to work within a busy environment where flexibility may be needed Good customer service skills	E D E E	E E E S E
<u>OTHER REQUIREMENTS:</u> Commercially aware/customer focussed Ability to work under pressure Ability to work within large and small teams Ability to follow departmental regulations and assimilate training	E E E E	E E E E

* Essential/Desirable

HAZARDS- Updated 3th July 2018	
Hazards/ Risks requiring Immunisation Screening	
Laboratory specimens	N
Contact with patients	Y
Exposure Prone Procedures	N
Blood/body fluids	N

Hazards/ Risks requiring Respiratory Health Surveillance	
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)	Y
Animals	N
Cytotoxic drugs	N

Hazards/ Risks requiring Other Health Surveillance	
Radiation (>6mSv)	N
Laser (Class 3R, 3B, 4)	N
Dusty environment (>4mg/m ³)	N
Noise (over 80dBA)	Y

Hand held vibration tools (=>2.5 m/s ²)	N
---	---

Other General Hazards/ Risks	
VDU use (> 1 hour daily)	N
Heavy manual handling (>10kg)	Y
Driving	N
Food handling	Y
Night working	N
Electrical work	N
Working in isolation	N
Challenging behaviour	N

Job Matching (Matched) 06/02/2019
Panel (Confirmed) 28/02/2019

Consistency

JOB DESCRIPTION

JOB DETAILS	
Job Title	Domestic Services Assistant
Reports to	Domestic Services Supervisor
Band	Band 2
Department/Directorate	Domestic Services/Facilities Management

JOB PURPOSE
<p>The post holder will work as an integral part of the ward team ensuring a high-quality service to patients.</p> <p>The main elements of the role are ensuring the delivery of general environmental cleaning on the wards including responsibility for the cleaning of all sanitary areas such as toilets, bathrooms, showers and sluice rooms. Daily and weekly cleaning of patient equipment.</p> <p>The service of breakfast to patients (food & beverages).</p> <p>The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.</p> <p>The post holder will contribute to the maintenance of a hygienic and clean environment for patients, staff and visitors to ensure the highest standards are met at all times.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The post holder will work as an integral part of the team ensuring a high-quality service to patients.</p> <p>The main elements of the role are ensuring the delivery of general environmental cleaning on the wards including responsibility for the cleaning of all sanitary areas such as toilets, bathrooms, showers and sluice rooms. Daily and weekly cleaning of patient equipment.</p>

- To vacuum clean all carpeted floor surfaces and to static and damp mop all hard floor surfaces to ensure all areas are free from dust, dirt and grit.
- The daily cleaning of bays and side rooms, nurses' station and other areas on a designated ward area as specified on the allocated daily work schedule.
- To ensure cleaning is carried out in accordance with National Specification for Cleanliness In The NHS (2021) PAS 5748 Cleanliness in Healthcare Facilities, the Trust Cleaning Policy, Patient Equipment Cleaning Policy and the agreed cleaning schedule.
- To terminally clean bed spaces & side rooms as required.
- To ensure that all alcohol gel dispensers (and if necessary aprons, gloves, paper towels and soap for hand hygiene) are replenished, thus contributing to the prevention of cross-infection from one patient to another.
- To replenish hand towels, toilet paper and hand soap supplies as required in order to maintain high standards of infection control.
- Distribution of breakfast from bulk trolley including preparation of toast, cereal and beverages where applicable.
- To prepare hot and cold beverages for the breakfast service including the use of appropriate trolley/equipment and ensuring that all beverages are served at the correct temperature according to food hygiene regulations. (where applicable)
- Emptying, cleaning and relining waste bins with appropriate coloured liner. Securing and placing them for disposal to ensure regulations for clinical and non-clinical waste (including compacting) are adhered to.
- Cleaning of internal glass and mirrors as detailed on the daily work schedule.

- To clean and dry sanitary areas including WCs, wash hand basins, baths, showers, sinks and sluices (if present in work area).
- To maintain environmental hygiene and personal hygiene by wearing the correct full uniform at all times in accordance with the Trust Uniform and Dress Code Policy. This includes wearing the correct personal protective equipment when undertaking terminal cleaning duties (where applicable).
- To observe the Trusts infection Control Policy at all times and include hand washing, barrier / terminal cleans and colour coding of cloths, mops and buckets.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Cleaning of the interior of all buildings on site in accordance with daily cleaning schedules.

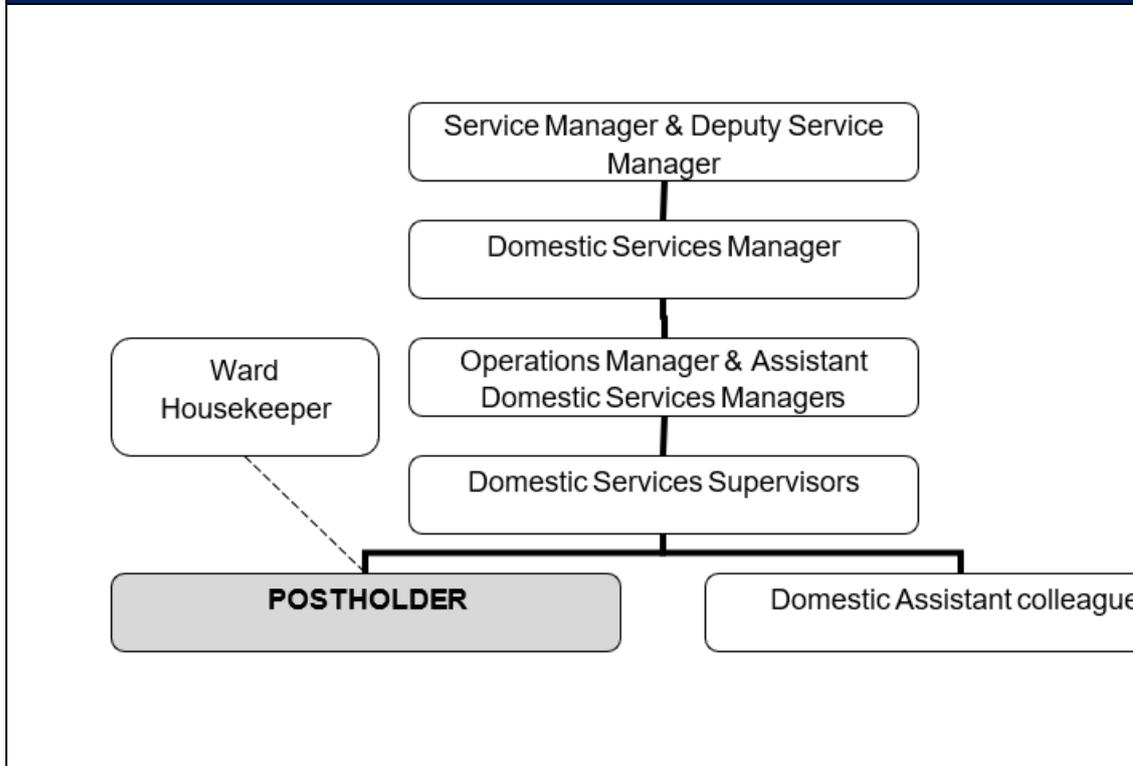
No. of Staff reporting to this role: N/A

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Ward Housekeeper • Ward Matron • Domestic Services Supervisors • Domestic Services Managers • Quality Assurance Team • Fellow Domestic Assistants • Catering Assistant (wards) • Ward Sister/Charge Nurse • Multi-disciplinary Ward Team • Facilities Service Manager 	<ul style="list-style-type: none"> • Patients • Carers • Visitors

ORGANISATIONAL CHART



FREEDOM TO ACT

- To work to standard operating procedures using own initiative when dealing with routine matters.
- A Supervisor/Ward Housekeeper will be available for reference and on occasions work carried out might be checked.

COMMUNICATION/RELATIONSHIP SKILLS

- To provide and receive routine information, e.g. communicate to Supervisor or Ward Housekeeper if unable to complete a clean in a particular room or area.
- Communication with staff, patients and visitors.
- To attend and participate in ward meetings and staff comm cells.
- To maintain effective working relationships.

ANALYTICAL/JUDGEMENTAL SKILLS

- To report major faults on machinery to Domestic Services and the Ward Housekeeper, and damage, faults etc. to the fabric of the building to Ward Housekeeper or Clinical Matron.
- To use own judgement and initiative when required to deviate from work schedule due to facts or situations which are not straightforward.

PLANNING/ORGANISATIONAL SKILLS

- Plans and organises own day to day work tasks, normally following a planned daily cleaning schedule.

PATIENT/CLIENT CARE

- Direct patient contact when providing the morning breakfast service and whilst providing a cleaning service to the wards, including patient bed spaces.
- Respect the privacy and dignity of patients whilst carrying out duties and to engage with them, their family and visitors in a friendly and professional manner.
- Show understanding and compassion for patients and their visitors on a daily basis.
- Maintain confidentiality with regard to patient issues.
- Where appropriate, undertake such duties as deemed necessary as directed by the Ward Housekeeper, Nurse in Charge or Ward Matron in order to assist the ward team in ensuring that patients' needs are met.
- Refer complaints to the nurse in charge.
- Carry out breakfast food service whilst observing best practice guidelines and operating procedures relating to specific dietary requirements due to allergens, intolerances or cultural and religious beliefs where appropriate.

POLICY/SERVICE DEVELOPMENT

- Follows departmental and trust wide policies, and on occasion may be required to comment on these.
- To have knowledge of, adhere to and carry out all COSHH policies and associated standard operating procedures.
- To observe the Trusts infection Control Policy at all times and to adhere to associated standard operating procedures.

FINANCIAL/PHYSICAL RESOURCES

- To assist the Department Manager with the control of consumable stock levels and to report any excessive stock levels that are held on the Ward.
- Removal and replacement of non-valuable containing locker bags.
- Post holder is responsible for ordering stock within own department and replenishing stock.

HUMAN RESOURCES

- The post-holder will provide guidance to new starters as and when requested to do so.
- To participate in performance review and undertake any mandatory training or other training required to maintain competency in the role.

- To foster people's equality, diversity and rights.

INFORMATION RESOURCES

- Records personally generated information, i.e. annual leave requests etc.
- To comply with departmental clocking in and out procedures.

RESEARCH AND DEVELOPMENT

- Undertakes surveys and audits when necessary to own work.
- To participate in patient satisfaction surveys as required.

PHYSICAL SKILLS

- Operate cleaning equipment and carry out daily cleaning.
- Standard keyboard skills.

PHYSICAL EFFORT

- Frequent requirement for light physical effort during long periods of a shift, the majority of the shift being spent stood up, cleaning and walking between work locations (wards, communal areas, stairwells etc.)
- Ability to use cleaning equipment that will require manoeuvring (pushing and pulling) such as trolleys and vacuum cleaners.

MENTAL EFFORT

- Frequent requirement for concentration where the work pattern is predictable with few competing demands for attention.

EMOTIONAL EFFORT

- Occasional exposure to distressing or emotional circumstances, for example when serving patient breakfast meals and cleaning in patient bed spaces.

WORKING CONDITIONS

- Rare exposure to unpleasant working conditions such as uncontained bodily fluids and foul linen.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself 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.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Domestic Services Assistant
------------------	-----------------------------

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Two GCSEs in English and Mathematics Grade A-D / 9-3 or equivalent qualification, or equivalent relevant experience. Basic Health & Safety Awareness Basic Food Safety Awareness, including dietary requirements due to allergens and intolerances. Willing to undertake training relevant to the post	E E	D D
KNOWLEDGE/SKILLS Numerate & literate Good interpersonal Skills	E E	
EXPERIENCE Previous experience of cleaning Previous healthcare experience Customer care experience	E E	D
PERSONAL ATTRIBUTES Able to carry out work to a schedule but with the direction of nursing staff where necessary Enthusiastic, approachable & motivated Reliable Able to demonstrate working under own initiative. Able to cope with bereavement / illness	E E E E E	
OTHER REQUIREMENTS Able to work as part of a multi-disciplinary team Ability to be flexible e.g. break times, hours of work	E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y	X			
Hazard/Risks requiring Respiratory Health Surveillance					
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)	Y				X
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	N				
Heavy manual handling (>10kg)	Y		X		
Driving	N				
Food handling	Y				X
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X



Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	N				

JOB DESCRIPTION

JOB DETAILS	
Job Title	General Porter
Reports to	General Portering Supervisor
Band	2
Department/Directorate	Portering, Facilities, Estates & Facilities Management
JOB PURPOSE	
<ul style="list-style-type: none"> To provide a flexible, efficient quality service extending care and consideration to patients, staff and visitors covering the RDUH NHS Foundation Trust To receive work requests via Telephone, e-mail, face to face and the Trust's Task Management System - (EPIC – Include My Care System/Devices), take prompt and appropriate action in a courteous and helpful manner. In order to ensure that an effective and timely service is delivered to all service users. Prioritise work and direct staff accordingly, via EPIC, My Care System/Devices, Rovers, 2-way radio, e-mails and telephone to ensure optimum use of resource. To undertake all general portering duties, dispatching, corridor clearance, furniture request / office moves, portering and reception duties whilst working at the Centre for Women's Health reception and any other Facilities role commensurate with the banding. Support all patient moves and transfers in line with clinical requirements, this will involve dealing with venerable, confused and delirium patients – All staff will have Conflict resolution training as part of the general portering role 	

- Work a shift patterns including days, nights, weekends and bank/public holidays including the Christmas period to sustain a 24-hour service as per role requirement.
- Contribute to and work within a safe working environment.
- Actively contribute to a harmonious working environment.
- Carry out any Support Worker duties as required.
- Will have a proven ability to multi-task.
- The post holder may be required to work on other sites within the Trust.
- Operate electrically operated doors within the Centre for Women's Health.
- Monitor all visitors and babies leaving the maternity wards
- Attend all air ambulance calls as required using approved equipment provided.
- Collection and delivery of blood products and maintain the necessary records.
- Collection and delivery of specimens from wards/departments in a timely manner on foot / tug with trolley / electric trolley.
- Ensure medical gas bottles are moved/exchanged when necessary, individual equipment checks returning all empty medical gas cylinders to store for collection.
- Carry out emergency procedures in accordance with Facilities Management policies and procedures.
- Respond to cardiac arrest, trauma, air ambulance and fire calls as instructed the Supervisor and Facilities Management.
- In addition, the post holder will be expected to carry out any other duties as required by the Facilities Management team and in line with your grade.



- Undertake duties as required in line with your grade.
- Cover colleagues' absences due to allocated breaks, sickness or annual leave including working other shifts, days, nights, weekends and Bank Holidays including the Christmas and New Year period if requested.

To report any accidents or incidents in a timely manner in accordance with the correct Trust procedure and systems.

- To carry out general ad-hoc requests - corridor clearance duties / furniture moves and any other duties as directed by Supervisor, Department Managers, Facilities Managers, On-Call Manager and Site Practitioner.

KEY WORKING RELATIONSHIPS

Area of responsibility: To provide a flexible, efficient quality service extending care and consideration to patients, staff and visitors covering the RDUH NHS Foundation Trust.

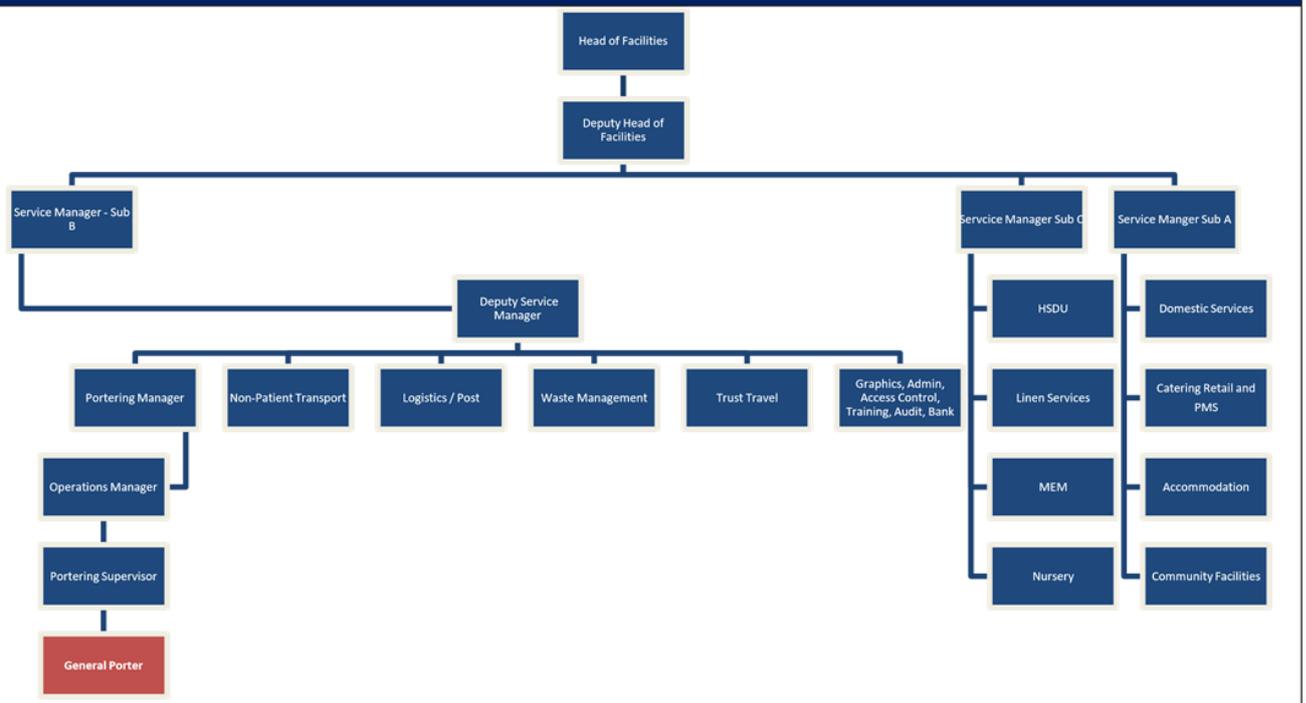
No. of Staff reporting to this role: 0

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> Head of Facilities Management Service Managers Cluster Managers Department Managers Assistant Managers / Supervisors Site Management Team On-Call Teams Facilities Training & Audit Manager Governance Manager Operational Support Manager Clinical / Ward Staff Other Facilities staff 	<ul style="list-style-type: none"> Patients

ORGANISATIONAL CHART



FREEDOM TO ACT

- Work within established policies and standard operating procedures for the Portering service.
- Escalates any issues to the Portering Supervisor, Portering Operations Manager and Portering Manager accordingly.

COMMUNICATION/RELATIONSHIP SKILLS

- Provide and receive portering work requests received via EPIC, My Care System/Devices, Rovers, 2-way radio, e-mails and telephone to ensure optimum use of resource.
- Provide prompt responses to requests for updates.
- Allocate Airwave Mattresses and other equipment in a timely manner using via EPIC, My Care System/Devices, Rovers, 2-way radio, e-mails and telephone.
- Greet and assist all patients/visitors in courteous and caring manner. Where there is an escalation in behaviour, escalate to line manager/ward manager and or the security team who will support.
- Treat all service users and colleagues in a friendly and helpful manner, thus promoting and maintaining a good communication network with all service user groups.
- Liaise with the Supervisors and Facilities Managers to resolve any issues that may arise during their shift and make decisions as appropriate.
- Have empathy with colleagues, patients/clients and visitors.
- Participate in team, department and divisional meetings as required.
- Manage email communication in a timely way and in line with the RDUH NHS Foundation Trust.

ANALYTICAL/JUDGEMENTAL SKILLS

- Document all babies entering the maternity wards for appointments / triage / visiting
- Record all work requests accurately using the EPIC / My Care system.
- Ensure that emergency procedures e.g. major incident, are carried out in accordance with the departmental policy using the approved paperwork as logged in the Emergency Preparedness file
- Record all complaints, accidents, Incidents received accurately using email or the designated Trust reporting systems in accordance with the Departmental Policy.

PLANNING/ORGANISATIONAL SKILLS

- Understand and observe safe working practice in line with Health and Safety guidelines and be familiar with the department's operating procedures.
- By using all the information at hand prioritise the workload to ensure the department is providing a responsive service.
- Plan and organise the dispatch of tasks to Porters in a fair and timely manner with use of - EPIC, My Care System/Devices, Rovers, 2-way radio and telephone, providing the relevant and adequate information required to carry out the task

PATIENT/CLIENT CARE

- Provides service to patients.
- Check and monitor patient lists for patients, babies and visitors going into the maternity wards, and neonatal unit.
- Transfer deceased patients to the mortuary with dignity and maintain the accurate records while carrying these duties in accordance with any statutory regulations and Trust departmental policies and procedures.
- General transportation of patients/equipment and other items within the Trust premises under the direction of Supervisors or the Facilities Management Team.

POLICY/SERVICE DEVELOPMENT

- The post holder is expected to comply with Trust policies and procedures.

FINANCIAL/PHYSICAL RESOURCES

- Ensure all equipment required to carry out duties is safe and prepared for use.
- Ensure all departmental and accommodation keys are signed for; in and out.
- To assist nursing staff logging secure patient valuable bags in/out of the General Office safe.

HUMAN RESOURCES

- Report any problems or concerns relating to Portering staff activities.
- The post holder may be required to demonstrate duties, mentor and support new starters and other team members as required.
- Undertake other training in addition to mandatory/statutory training, as required for the role.
- Complete electric tug / trolley training.

INFORMATION RESOURCES

- Be responsible for data entry of job requests into the portering department.
- Promptly receipt and issue of portering work requests received via EPIC, My Care System / Devices, Rovers, 2-way radio and telephone, or in person from service users via telephone, email. Ability to prioritise response, based on dynamic risk assessment.
- Ensure safe storage of security data (e.g. Centre for Women's Health security visitor forms.)

RESEARCH AND DEVELOPMENT

- To carry out daily audits of the beds, mattresses, medical gases, ED / AMU Staffing
- May complete or participate in staff surveys.

PHYSICAL SKILLS

- Be computer literate, have standard keyboard skills and able to use electronic systems / equipment, including EPIC / My Care Devices.

PHYSICAL EFFORT

- The role involves frequent physical tasks such as, pushing, pulling of beds, equipment, manual handling, it also requires long periods of walking / standing.
- General transportation of patients/equipment and other items within the Trust premises under the direction of Supervisors or Facilities Management Team
- Wear radio earpiece / headset provided, always ensuring confidentiality.

MENTAL EFFORT

- Frequent concentration required in the day-to-day portering duties, where care and attention is required.
- Predictable work patterns / shift work / shift times.

EMOTIONAL EFFORT

- Frequent indirect exposure to distressing and/or emotional circumstances, e.g. when attending the air ambulance or when transporting deceased patients to the mortuary.
- Occasional contact with distressed service users.

WORKING CONDITIONS

- Regular use of VDU equipment.
- Exposure to noise on a daily basis throughout the hospital's working environment.
- Frequent in-direct exposure to body fluids and samples.
- Occasional exposure to challenging behaviour by service users.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself 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.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	General Porter
------------------	----------------

Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING</p> <p>GCSE Grade A-D (9-3) in Maths and English, or equivalent, or equivalent experience IT Training course Customer service training Patient Manual Handling and Basic Life Support training Courses / Training specific to the role</p>	<p>E</p>	<p>D D D D</p>
<p>KNOWLEDGE/SKILLS</p> <p>Knowledge of Hospital Support Service functions. Computer literate with a good understanding of Microsoft applications Good written and verbal communication skills Good organisation skills Ability to multi-task Ability to follow instructions Understanding of confidentiality Ability to communicate on all levels with patients/visitors and staff Excellent telephone manner Ability to working a busy environment Good decision-making skills Understanding of the General Data Protection Regulations</p>	<p>E E E E E E E E E E</p>	<p>D D</p>
<p>EXPERIENCE</p> <p>Previous experience of organising workload Previous NHS/Healthcare experience Previous experience of working in a support services function Previous experience of dealing with the public Experience of shift working Experience of working with patients/clients Previous proven experience of working as a team member Experience of working in a busy, acute environment Experience of dealing with difficult /distressed / challenging people and situations. Experience of working in a customer focused environment</p>	<p>E E E E E E</p>	<p>D D D D D</p>

<p>PERSONAL ATTRIBUTES</p> <p>Ability to work on own initiative on routine matters</p> <p>Willingness to undertake any relevant training</p> <p>Adaptable, flexible and reliable approach to work.</p> <p>Courteous and professional attitude</p> <p>Commitment to personal/professional development</p> <p>Ability to deal with difficult and sometimes challenging individuals, emotional and sensitive situations, in the course of duties when carrying out reception duties, Centre for Women’s Health, face to face or via telephone.</p> <p>Ability to prioritise workloads within a timed schedule</p> <p>Ability to be firm/assertive/ Self confident</p> <p>Enthusiastic, approachable and motivated</p> <p>Flexible to meet the needs of the department/service</p> <p>Able to cope with bereavement / illness</p> <p>Ability to remain calm and work under pressure</p>	<p>E</p>	
--	--	--

<p>Approachable</p> <p>Caring disposition</p>	<p>E</p>	
---	----------	--

<p>OTHER REQUIREMENTS</p> <p>Full Clean Driving Licence</p> <p>Excellent attendance record</p> <p>Ability and willingness to work weekends and public bank holidays including Christmas and New Year</p>	<p>E</p> <p>E</p>	<p>D</p>
---	-------------------	----------

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y				X
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
Hazard/Risks requiring Respiratory Health Surveillance					

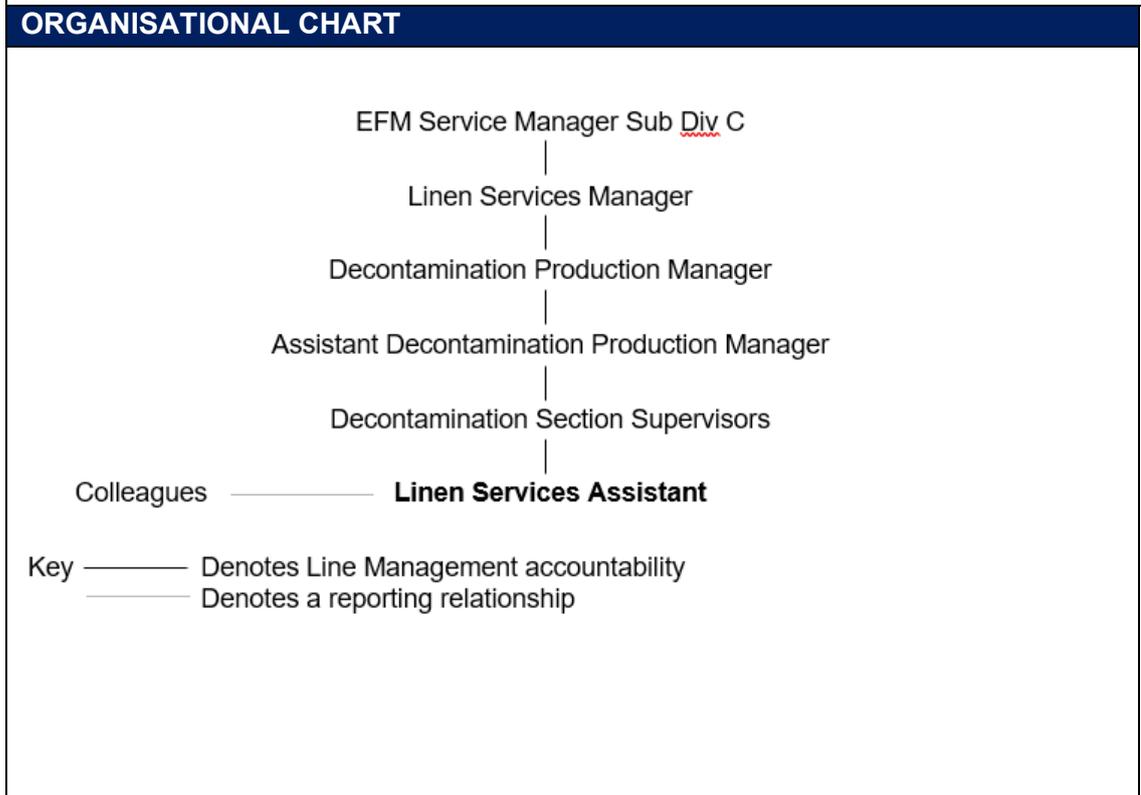
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y		X		
Heavy manual handling (>10kg)	Y				X
Driving	Y	X			
Food handling	N				
Night working	Y				X
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	N				
Challenging behaviour	Y		X		

JOB DESCRIPTION

JOB DETAILS	
Job Title	Linen Services Assistant
Reports to	Decontamination Production Manager
Band	2
Department/Directorate	Estates and Facilities Management (EFM) / Finance

JOB PURPOSE
<p>To work as part of a team providing an efficient, effective and high quality standard of decontaminated textiles in line with Department of Health and Decontamination Standards, HTM 01-04 and BS:EN:14065</p> <p>Provide excellent customer care</p> <p>To communicate effectively with a multidisciplinary team using initiative, tact and diplomacy.</p> <p>To manage and prioritise workload on a daily basis meeting changing demands.</p>

KEY WORKING RELATIONSHIPS
<ul style="list-style-type: none"> • Linen Services Manager • Decontamination Production Managers • Assistant Decontamination Production Manager • Decontamination Section Supervisors • Other Linen Services Assistants



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The Linen Services is a busy Department within the Estates & Facilities Division providing essential services for the Royal Devon University Healthcare NHS Foundation Trust. The Department is made up from the following elements:

- The Linen Decontamination Unit (LDU)
- The Internal Linen Distribution Team
- The Inpatients clothing decontamination unit
- The Clinical Uniform Issues and Repair Service
- The Dry Cleaning Unit

COMMUNICATION/RELATIONSHIP SKILLS

- To actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Discuss working processes with colleagues on a daily basis and provide advice and assistance if requested, to assist in the delivery of the service.
- Communicate effectively including discussion and written communication
- Participate in team meetings as required

ANALYTICAL/JUDGEMENTAL SKILLS

- The post holder will need to use problem solving skills, including identifying and reporting when receiving, grading and classifying used linen and stock issues in line with departmental standard operating procedures and healthcare decontamination standards.
- The post holder will be required to carry out the quality checking of finished linen items, classifying items as rejects using their own judgement against identified benchmarks.

PLANNING/ORGANISATIONAL SKILLS

- The post holder will be required to manage and organise own workload.
- Process linen items as directed by Supervisors and Managers to the departmental standard operating procedures and working processes, identified to meet and maintain Health Technical Memorandum HTM 01-04 guidelines, BS:EN: 14065 decontamination standard and Departmental Quality Standards.
- Ensure that all equipment used for transporting clean, decontaminated linen is cleaned and visually inspected prior to use, as per departmental standard operating procedures.
- Meet and sustain departmental and operational production targets on all decontamination finishing equipment and operational hand finishing areas, enabling the LDU to meet contractual obligations and its operational service requirements.
- Carry out quality inspection on all finished linen removing items which are damaged or clinically stained, before presenting them correctly for packing and distribution, as per departmental standard operating procedures.
- Carry out clean linen distribution duties, when required, as advised by the Decontamination Production Manager. Under direction of the Linen Room Supervisor, receive and unpack clean linen from the LDU, carrying out quality checks. Check and top

up ward/department linen cupboards daily, as per daily routes, recording the amount of items both in stock and delivered. Pack linen trolleys to set quotas. Take linen requests/queries by telephone and deal with any issues as required. Sort and deliver clean staff uniforms back to the ward or department identified, maintaining records. Carry out any other duty as requested by the Linen Room Supervisor.

- Carry out inpatient clothing laundering duties when required, as advised by the Decontamination Production Manager. Collect and deliver soiled and clean items from wards/departments within the RD&E Wonford hospital. Launder any specialist items from wards/departments. Operate laundering equipment as per departmental guidelines, ensuring that decontamination and health & safety regulations are maintained. Maintain security of patient clothing/property in the launderette and keep records. Maintain daily/weekly production figures, passing them to the administration staff weekly. Maintain adequate stock of laundering sundries and advise LDU Decontamination Supervisors when re-stocks are required.

PHYSICAL SKILLS

- Carry out multiple manual handling tasks, frequently throughout the shift, on a daily basis, including pushing, pulling, lifting, moving, walking, standing for long periods and extremely repetitive motions.
- Accurately present linen items onto finishing equipment, for prolonged periods throughout the daily working shift, in a repetitive manner, at a frequency to meet required hourly targets.
- Frequent use of roll cages, trollies and other handling aids, in a safe manner, to transport supplies, unfinished and finished textiles to all departmental areas, and to wards and departments within the RD&E Hospital, throughout the shift on a daily basis.
- Manually fold textiles to customer specifications and quality standards, for prolonged periods throughout the shift, on a daily basis.

PATIENT/CLIENT CARE

- The post holder will have incidental contact with patients, when delivering clean linen items to wards and departments, or collecting/delivering patient's personal clothing within the RD&E Hospital.

POLICY/SERVICE DEVELOPMENT

- The post holder may be required to comment on departmental policies and procedures.
- Work in line with all Trust policies including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.
- To understand, and adhere to the departmental safe working practices and Standard Operating Procedures. Contribute to a safe working environment.

FINANCIAL/PHYSICAL RESOURCES

- Operation of industrial laundering, decontamination and finishing equipment and machinery as per departmental standard operating procedures and safe working practices throughout the whole decontamination process.
- Report all decontamination equipment and machinery faults, product failures and any accidents or incidents to the decontamination Supervisors or Managers in a timely and accurate manner.
- The post holder will be responsible to ensure the safe use of equipment within the department

HUMAN RESOURCES

- Comply with all HR policies, particularly in relation to essential training and to complete training in a timely manner.
- Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues.
- Discuss working processes with colleagues on a daily basis and provide advice and assistance if requested, to assist in the delivery of the service.
- The post holder will be required to support new starters in carrying out their role.
- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas

INFORMATION RESOURCES

- Complete work/quota schedules daily, recording numbers of items processed for various service users.
- Use the IT based laundry process management and batch tracking computer systems to control the washing and decontamination processes, as and when required by the decontamination Supervisor or Manager. Training will be provided of the same, as and when required, by decontamination supervisors.
- Operate various computerised control systems used to set and identify customer textile classifications, for used and clean linen, so that it can be tracked through the laundering process.
- Accurately complete customer delivery consignment notes, ensuring that they are legible and identify all items of clean, decontaminated linen to be returned to service users after processing.
- Use a PC based application to produce printed labels, to identify service users.

RESEARCH AND DEVELOPMENT

- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign.

FREEDOM TO ACT

- The post holder will be required to process linen items through various stages of sorting, laundering, finishing and packing stages, following set processes but with a degree of freedom. Support and guidance will be provided by a supervisor/manager
- The post holder will be guided by standard operating procedures and working practices. They will receive on the job training for common tasks and will have access to a manager for support if required.
- To adhere to the Trust Health & Safety Policies and Procedures, Departmental Safe Working Practices, all Standard Operating Procedures and contribute to a safe working environment.
- To work within the scope of Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal
- To undertake training as required to maintain competency/comply with trust policies

PHYSICAL EFFORT

- A frequent requirement to lift and carry weights of up to 10kgs on a daily basis.
- An occasional requirement to move more than 10kgs when pushing linen cages on a daily basis.

- Frequent daily requirement for highly repetitive manipulation of textiles and garments, onto laundry processing and finishing equipment, which will require a high level of dexterity.
- A frequent daily requirement to safely pack and load clean, decontaminated finished goods into an appropriate transportation container, ensuring that packed items remain presentable.
- Carry out frequent vehicle driving duties daily, where appropriate licence is held, as per a schedule, to include: short multi-drop deliveries and collections from local customer sites within the Exeter area and deliveries and collections on site using conventional light vehicles or an electric Tow Tractor and trailer.
- Daily unloading and loading of delivery vehicles, involving the movement of loaded and empty roll cages and containers off of and onto HGV and non HGV cargo containers, using tail lifts.
- The post holder will often be on their feet for the whole of their shift with a frequent requirement for repetitive actions, lifting, walking, pushing, pulling, bending and stretching.

MENTAL EFFORT

- Work pattern can be unpredictable and requires a continuous good level of concentration on a daily basis and the ability to multi task.
- Constant requirement for a good level of concentration at all times throughout the day to meet and sustain departmental and operational production targets on all decontamination finishing equipment and operational hand finishing areas.

EMOTIONAL EFFORT

- To communicate effectively with demanding staff, healthcare professionals and colleagues, in stressful situations, on a daily basis.

WORKING CONDITIONS

- Working in a busy laundry production environment, in section areas, around large industrial laundering equipment, which at times will be noisy, dusty, hot or cold and will involve wearing Personal Protection Equipment (PPE).
- Mandatory use of appropriate PPE in identified areas, informing the decontamination Supervisor/Manager immediately of any damages or deficiencies.
- Occasional exposure to linen contaminated with blood and body fluids.
- Work in any section area of the LDU as directed by the Decontamination Production Manager.
- Work as part of the clean internal linen distribution team, within the main hospital, as directed by the Decontamination Production Manager.
- Work within the decontamination processing unit for inpatient clothing, within the main hospital, as directed by the Decontamination Production Manager.
- Rosters will involve staff working shifts across the 7 days per week operational service which includes weekends.
- Work full operational shifts on all Public Holidays, unless authorised and booked as annual leave. Leave restrictions apply. (The department does not currently operate on Christmas Day or New Year's Day and these are pre-booked as annual leave where necessary).
- Occasionally, circumstantially, working in isolation. Lone worker controls will be put in place.

- Very occasionally, working within the Clinical Uniform Issues and Repair Service section area, providing temporary assistance to sewing room staff, as directed by the Decontamination Production Manager

OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.
- To contribute to and work within a safe working environment.
- The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself 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.
- Contribute to and work within a safe working environment.
- The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.
- Carry out any other duties in line with the grade as requested by the decontamination Supervisor or Manager

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.

PERSON SPECIFICATION. Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
A good general education and able to demonstrate basic Maths and English	E	
KNOWLEDGE/SKILLS		D
Driving Licence		
Good understand of the importance of teamwork	E	
Good Communication Skills	E	
Good Interpersonal Skills	E	
Ability to accurately follow instructions	E	
Ability to work under pressure and meet deadlines	E	
A good understanding of stock control	E	
Understand the concepts of decontamination and quality standards	E	
EXPERIENCE		
Experience of working within a Factory Environment	E	
Stores / Packing experience	E	
Working to deadlines	E	
Working in an industrial laundry		D
Working on a production line		D
Experience of using industrial automated machinery/equipment		D
PERSONAL ATTRIBUTES		
Ability to carry out Manual Handling tasks	E	
Able to undertake highly repetitive tasks	E	
Able to use own initiative	E	
Ability to work as part of a team		

Good timekeeping Adaptable / Flexible Ability to work as part of a team Able to stand for long periods of time Able to walk long distances	E E E E E E	
OTHER REQUIRMENTS		
To observe Trust regulations and safe working practices Willingness to undertake training Ability to work across the 7 day per week operational service	E E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y		✓		
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				

Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	Y				✓
Noise (over 80dBA)	Y				✓
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y		✓		
Heavy manual handling (>10kg)	Y				✓
Driving	Y		✓		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				✓
Mental Effort	Y			✓	
Emotional Effort	Y	✓			
Working in isolation	Y		✓		
Challenging behaviour	N				

JOB DESCRIPTION

JOB DETAILS	
Job Title	Courier driver
Reports to	Transport Supervisor's
Band	Band 2
Department/Directorate	Estates and Facilities Management (EFM) / Transport

JOB PURPOSE
<ul style="list-style-type: none"> • To carry out deliveries and collections of goods daily across a number of internal and external site locations as per schedules and times • To ensure compliance with client requirements and agreed delivery of service at all times • To work as part of a team to carry out deliveries of goods as required and as per schedule • To carry out daily vehicle checks and complete basic vehicle maintenance tasks as required • To ensure compliance by accurately completing all driving records as per current legislation • To ensure all paperwork/electronic records are completed correctly, presented accurately and in a timely manner

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> 1. To drive vehicles safely and responsibly at all times. 2. To ensure daily vehicle checks are carried out thoroughly and defects are reported as per departmental procedures/Trust policy 3. To observe strictly the departmental regulations regarding use of vehicles. 4. To carry out deliveries/collections as per schedules and times. 5. To ensure that vehicles and contents are secure at all times during their use or transit 6. To comply with speed limits as posted. 7. To complete all required paperwork correctly and in a timely manner, this includes daily vehicle checks, mileage sheets etc 8. To report promptly any accidents/incidents to Transport Manager/ Transport Supervisor, completing appropriate forms. 9. To advise management of anything affecting driving licences regarding convictions for motor offences or health problems.

10. To report promptly, prior to the commencement of the shift, any illness/injury which may make driving hazardous.

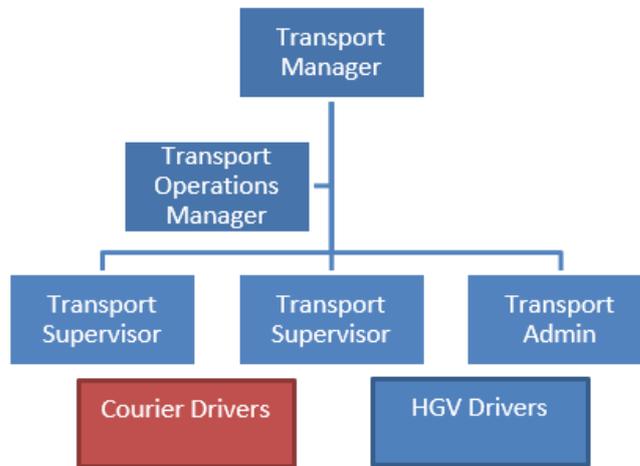
KEY WORKING RELATIONSHIPS

Deliver goods as per schedules to RDU sites and other customers across the region, carry out vehicle checks as required and complete all relevant documentation.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Transport Manager • Transport Operations Manager • Deputy Service Manager • Service Manager • Head of Departments • Transport Staff • Estates • Logistics • Post • Waste 	<ul style="list-style-type: none"> • External Services, Including Police and Prison Services • External NHS Trusts • Service Users • Members of the public • GP Practices

ORGANISATIONAL CHART



FREEDOM TO ACT

To follow well defined Department Standard Operating Procedures and Policy. Supervision available for advice and guidance, if required.

COMMUNICATION/RELATIONSHIP SKILLS

- Report immediately any issues affecting driving licences with regards to conviction for motor offences or health problems to the Transport Supervisor / Transport Manager
- To refer any complaints to the Transport Supervisors
- To take part in discussions and periodic meetings to discuss any issues
- To maintain effective working relationships with both internal and external clients
- Where necessary to provide advice and support to other internal and external clients ie: Linen Services, Other NHS Trust, GPs, Police & Prison Services
- To report promptly and prior to the commencement of the shift, any illness / injury that may make driving hazardous
- To ensure that any other work undertaken elsewhere is disclosed so that current legislation regarding drivers hours is maintained at all times whilst working for the Trust
- Ability to communicate with customers and members of the public

ANALYTICAL/JUDGEMENTAL SKILLS

- To drive vehicles safely and responsibly at all times so as to prevent injury to yourself, others and trust property
- To comply with speed limits as posted
- To report and record any accident or incident in accordance with departmental / Trust procedures to the Transport Supervisors / Manager in a timely manner
- To complete the appropriate forms for any accidents / incidents in a timely manner
- To contribute to and work within a safe working environment
- To ensure that vehicles and contents are secure at all times during their use or in transit
- To ensure vehicles are kept clean inside and outside

PLANNING/ORGANISATIONAL SKILLS

- Plan daily / weekly breaks and rest periods to ensure that current driving laws are obeyed at all times
- To ensure daily vehicle checks are carried out thoroughly and defects are reported as per departmental procedures/Trust policy/V.O.S.A regulations
- To wash and maintain vehicles as directed on departmental schedules
- To ensure compliance with the requirements set down in Transport Legislation

POLICY/SERVICE DEVELOPMENT

- To strictly observe the departmental regulations regarding use of vehicles
- To ensure staff awareness and compliance with the Trust's Health & Safety Policy and Manual
- To follow all administrative procedures for the Transport Department
- To display a formal Trust ID badge at all times whilst on duty
- To maintain environmental hygiene and personal hygiene by wearing the correct full uniform at all times in accordance with the Trust Uniform and Dress Code Policy

FINANCIAL/PHYSICAL RESOURCES

- To be responsible for the safe use of trust vehicles to prevent any accidents or legal requirements
- To ensure all financial documents ie: fuel and equipment receipts are submitted on time
- A willingness to provide reasonable cover for colleagues.

HUMAN RESOURCES

May be required to demonstrate and provide advice to new and less experience staff.

INFORMATION RESOURCES

- To complete all required paperwork correctly and in a timely manner, this includes daily vehicle checks, mileage sheets etc
- To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace. Always work in compliance with rules and working practices. Report all unsafe situations, incidents and accidents as appropriate.

RESEARCH AND DEVELOPMENT

- To participate in staff satisfaction surveys as required.

PHYSICAL SKILLS

Ability to push and pull cages/trolleys and occasional heavy lifting required for the removal of items.

PHYSICAL EFFORT

There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time

MENTAL EFFORT

There is a frequent requirement for concentration where the work pattern is unpredictable.
A high level of concentration when driving motor vehicles

WORKING CONDITIONS

There are adverse environmental conditions, inclement weather conditions, potential of road traffic accidents, extended periods of time working with a VDU

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself 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.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

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.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated

organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Courier Driver
------------------	----------------

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
3 GCSE's Grade A-D or equivalent including Maths and English	X	
Full Driving Licence	X	
Driving licence category C1		X
A valid and up to date Drivers CPC		X
A Valid and up to date Digital Tachograph Card		X
KNOWLEDGE/SKILLS		
Knowledge of relevant road Transport Legislation	X	
Ability to follow timed delivery / collection schedules	X	
Good basic knowledge of drivers hours regulations		X
Knowledge of South West road network	X	
Ability to prioritise workload and good organisational skills	X	
Ability to work under pressure and respond to changing demands	X	
Ability to follow instruction and to use own initiative	X	
Good verbal, numeric and written communication skills	X	
Awareness of the need for confidentiality	X	
Knowledge of appropriate health and safety issues	X	

EXPERIENCE		
Ability to communicate with customers and members of the public	X	
PERSONAL ATTRIBUTES		
Enthusiastic and highly motivated	X	
Ability to work unsupervised and as part of a team	X	
Fitness to undertake the duties of the post	X	
Meticulous approach to accuracy and detail	X	
Good time management / organisational skills	X	
Ability to prioritise own workload and work on own initiative	X	
Reliable and flexible	X	
Willingness to undertake relevant training	X	
OTHER REQUIREMENTS		
No more than 6 points on drivers' licence	X	
No driving bans (DR10/TT99)	X	
Ability to work all shift times: early, late, weekends and bank holidays	X	
Flexible to changes in workload	X	
Committed to ongoing professional development	X	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y	X			
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y	X			
Laboratory specimens	Y	X			

Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y	X			
Respiratory sensitisers (e.g isocyanates)	Y	X			
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	Y	X			
Noise (over 80dBA)	Y		X		
Hand held vibration tools (=>2.5 m/s ²)	Y	X			
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	N				
Heavy manual handling (>10kg)	Y				X
Driving	Y				X
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	N				
Working in isolation	Y				X
Challenging behaviour	Y	X			

JOB DESCRIPTION

JOB DETAILS	
Job Title	Residential Accommodation Assistant
Reports to	Accommodation Manager
Band	2
Department/Directorate	Estates and Facilities

JOB PURPOSE
<p>The post holder will work as an integral part of the Accommodation ensuring a high-quality service to all residents, including staff, patients and family members.</p> <p>The main elements of the role are ensuring the delivery cleaning of the accommodation lettings and residential block buildings of general environmental, including responsibility for the cleaning of all sanitary areas such as toilets, bathrooms and showers.</p> <p>The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.</p> <p>To contribute to the maintenance of a hygienic and clean environment for patients, staff and visitors to ensure the highest standards are met at all times.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The post holder will work as an integral part of the ward team ensuring a high-quality service to staff, patients and families.</p> <p>The main elements of the role are ensuring the delivery cleaning of the accommodation lettings and residential block buildings of general environmental, including responsibility for the cleaning of all sanitary areas such as toilets, bathrooms and showers.</p> <ul style="list-style-type: none"> • Removal of soiled linen and distribution of clean laundry to Accommodation flats (medical on-call rooms) • Full deep clean of rooms when residents vacate the accommodation • Daily cleaning of Communal areas in flats • Weekly cleaning of Accommodation Stairwells • Furniture removing as and when required • Cleaning maintenance of all carpets using shampooing machinery • Cleaning of Garages and bicycle sheds as and when required • Reporting repairs and faults promptly to the accommodation office, and to chase if not completed in one week • Removal and replacement of window curtains • To vacuum clean all carpeted floor surfaces and to static and damp mop all hard floor surfaces to ensure all areas are free from dust and dirt. • To clean and dry sanitary areas including WC's, wash hand basins, baths, showers, sinks and sluices (if present in work area)

KEY WORKING RELATIONSHIPS

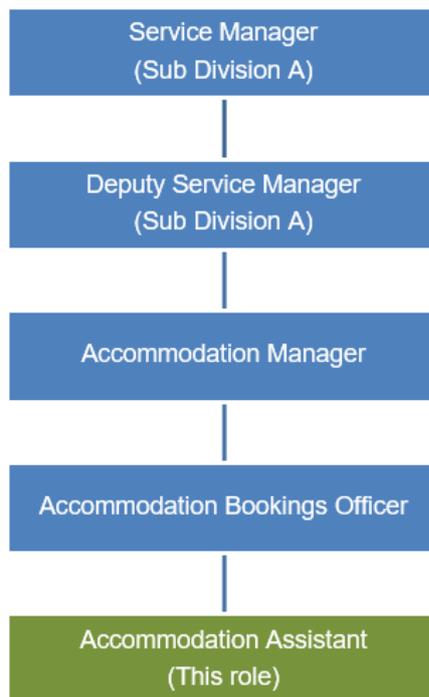
The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. The post holder will deal with the families of patients including those receiving Oncology patients.

There are no staff directly reporting to this role.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• Accommodation Manager• Accommodation Bookings Officer• Accommodation Assistant colleagues• Estates Department	<ul style="list-style-type: none">• Residents and Guests• Patients and family members

ORGANISATIONAL CHART



FREEDOM TO ACT

- To use own judgement and initiative when required to deviate from work schedule due to facts or situations which are not straightforward.
- To observe the Trusts infection Control Policy at all times and include hand washing, barrier / terminal cleans and colour coding of cloths, mops and buckets.
- To maintain environmental hygiene and personal hygiene by wearing the correct full uniform at all times in accordance with the Trust Uniform and Dress Code Policy. This includes wearing the correct personal protective equipment when undertaking cleaning duties, when required to do so.

COMMUNICATION/RELATIONSHIP SKILLS

- To provide and receive routine information.
- Appreciation and understanding of language and cultural differences.
- Communication with staff, patients, families and visitors.
- To attend and participate in staff communication cells.
- To maintain effective working relationships.
- To help co-ordinate daily cleaning requirements within the department
- Liaise with Accommodation Bookings Officer regarding daily operational demands.

ANALYTICAL/JUDGEMENTAL SKILLS

- To report all faults with residential properties to the Accommodation Bookings Officer.

PLANNING/ORGANISATIONAL SKILLS

- To work on own initiative to complete tasks set out in daily schedules.

PATIENT/CLIENT CARE

- Post involves frequent contact with residents.
- Some contact with radiotherapy patients, staying while having treatment.
- To respect the privacy and dignity of residents and patients whilst carrying out duties and to engage with them, patient families and visitors in a friendly and professional manner.

POLICY/SERVICE DEVELOPMENT

- Follows departmental and trust wide policies, and on occasion may be required to comment on these.
- To have knowledge of, adhere to and carry out all COSHH policies and associated standard operating procedures.
- To observe the Trusts infection Control Policy at all times and to adhere to associated standard operating procedures.

FINANCIAL/PHYSICAL RESOURCES

- To assist the Accommodation Bookings Officer and Accommodation Manager with the control and ordering of stock levels, stationary and equipment, receive deliveries, report on any excessive stock levels that are held or used, and report maintenance faults.
-

HUMAN RESOURCES

- Maintain and update their own relevant training.
- The post-holder will provide guidance and training to new starters as and when requested to do so.
- Participate in their own appraisals.
- To foster people's equality, diversity and rights.

INFORMATION RESOURCES

- Records personally generated information, i.e. annual leave requests etc.
- Use of IT programmes relevant to self and the department, i.e. HealthRoster, ESR and Learn+

RESEARCH AND DEVELOPMENT

- Undertakes surveys and audits when necessary to own work.
- To participate in patient satisfaction surveys as required.

PHYSICAL SKILLS

- Ability to use cleaning equipment that will require manoeuvring (pushing and pulling) such as trolleys and vacuum cleaners.

- Frequent physical tasks, moving furniture, and linen supplies, to co-ordinate stock movements, working in varied environment, cleaning tasks, it also requires a long period of standing.
- Standard keyboard skills.

PHYSICAL EFFORT

- Frequent requirement for light physical effort during long periods of a shift, the majority of the shift being spent stood up, cleaning and walking between work locations (residential blocks, communal areas, stairwells etc.)
- There is an occasional requirement to exert moderate physical effort for several short periods during a shift, up to 10kg, e.g. linen and small electrical items.
- Ability to survey multi-story buildings without lifts.

MENTAL EFFORT

- Frequent requirement for concentration where the work pattern is predictable with few competing demands for attention.

EMOTIONAL EFFORT

- There will be occasional indirect exposure to distressing or emotional circumstances, for example, providing accommodation due to safeguarding issues or for Oncology patients.

WORKING CONDITIONS

- Rare exposure to unpleasant working conditions such as foul linen.
- Working in areas of accommodation for a substantial proportion of working day.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself 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.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.

- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Residential Accommodation Assistant
------------------	-------------------------------------

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good general education, to include 2 x GCSE's in English and Mathematics Willing to undertake training relevant to the post	E E	
KNOWLEDGE/SKILLS		
Numerate & Literate Good interpersonal Skills	E E	
EXPERIENCE		
Previous experience of cleaning Previous Healthcare experience Customer Care Experience	E E	D
PERSONAL ATTRIBUTES		
As an individual or part of a team, able to carry out work to a schedule but with the direction of the Accommodation Bookings Officer where necessary. Enthusiastic, approachable, motivated and reliable. Able to demonstrate working under own initiative.	E E E	
OTHER REQUIREMENTS		
Able to work as part of a multi-disciplinary team. Ability to demonstrate a flexible attitude to working.	E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				

Contact with patients	Y		X		
Exposure Prone Procedures	N				
Blood/body fluids	Y				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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)	Y		X		
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	N				
Heavy manual handling (>10kg)	Y		X		
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	N				
Emotional Effort	Y	X			
Working in isolation	N				
Challenging behaviour	N				

JOB DESCRIPTION

JOB DETAILS	
Job Title	Waste Operative
Reports to	Operations Manager (Logistics, Post & Waste)
Band	2
Department/Directorate	Estates and Facilities Management (EFM) / Finance

JOB PURPOSE
<p>To provide an efficient and effective service for the collection of hazardous, clinical, domestic and recycling waste streams within the Royal Devon & Exeter Hospital Wonford and the external sites that are covered by the Trust.</p> <p>Provide a collection service for used and soiled linens for the Linen Services Department.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>To understand a range of routine work procedures that will be learned on the job through a combination of instruction and practice and by attending short training sessions, with guidance from Waste Supervisor and or Line Managers including:</p> <ul style="list-style-type: none"> • To be proficient in the collection, safe handling, transportation and decanting of all waste streams in accordance with departmental and Trust policies, procedures and statutory regulations. • Keep ward and department disposal cupboards clear of all waste at all times and move to outside collection points, ensuring that all waste remains segregated during transportation. • To be proficient in driving/using the relevant vehicles/trailers within the hospital environment and when collecting from the external sites that are covered by the Trust. • Conduct daily tug/van maintenance checks to ensure, lights, horn, tyres etc., are all in working order and health and safety compliant. Report all defects with tugs/equipment/van to Waste supervisor/Line manager • To undertake a weekly cleaning of electric vehicles trailers and Van. • To ensure that clinical waste containers are kept locked at all times. • To ensure that clinical waste containers are tagged with the correct colour coded waste stream. • Cleaning of Domestic Waste Bins with pressure washer, as requested. • The collection, transportation and decanting of bags of soiled linen in accordance with any statutory regulations and Trust/Departmental policies and procedures.

- To sort and consolidate waste at the collection points and prepare for collection by waste contractors.
- To participate actively in all relevant personal development and training.

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.

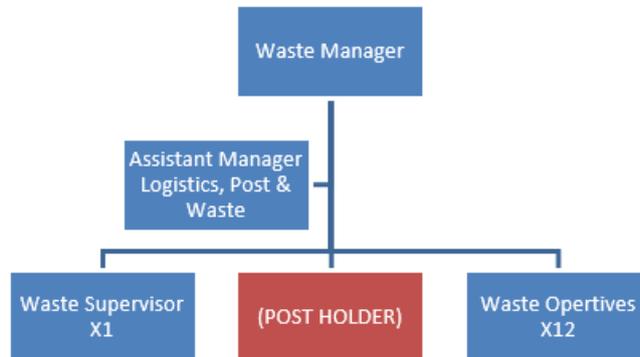
There is also a requirement to deal with external contractors collecting the waste streams on occasions.

This will include verbal and written interactions

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Waste Supervisor • Operations Manager Post Waste & Logistics • Waste Manager • Service Manager (Facilities) • Assistant Managers (Facilities) • Facilities Operational Managers • Ward & Department Staff • Ward Housekeepers • Estates Staff • Site Management / On-call team 	<ul style="list-style-type: none"> • Waste collection contractors

ORGANISATIONAL CHART



FREEDOM TO ACT

To follow well defined Department Standard Operating Procedures and Policy.
 Supervision available for advice and guidance, if required.

COMMUNICATION/RELATIONSHIP SKILLS

To be able to communicate orally, using the Trust (Waste Department) mobile phones provided, to give and receive routine information mainly with work colleagues.

ANALYTICAL/JUDGEMENTAL SKILLS

Judgements / decisions will need to be made on routine tasks involving straightforward facts or situations.

PLANNING/ORGANISATIONAL SKILLS

Planning and organising own day to day activities ii) planning straightforward tasks, as detailed below

Follow a set work routine, liaising with colleagues, Waste Supervisor and Line Manager, as and when required.

To work on a roster system to consist of early, late and mid shifts including weekends and Bank Holidays.

To be flexible to have shifts changed to cover for colleagues' absences if required. Management will give as much notice as possible, but shift changes for cover other than annual leave will often be at short notice.

To be able to access the Electronic staff records (ESR) for the booking of annual leave and to keep up with training requirements, (ESR is also available via a mobile app).

PATIENT/CLIENT CARE

To be polite and courteous to staff, patient and visitors during periodic incidental contacts.

POLICY/SERVICE DEVELOPMENT

To be able to refer to and follow Trust Policies and Standard Operating Procedures for own area of work. May be asked to comment on Departmental policies and procedures.

To understand Health & Safety and Confidentiality guidelines, promptly reporting any untoward incident to the Waste, Post & Logistics Operational Manager/Assistant Manager / Waste Supervisor and completing any appropriate accident/incident reports in line with Trust policy (Datix)

HUMAN RESOURCES

May be required to demonstrate and provide advice to new and less experience staff.

INFORMATION RESOURCES

Follows procedure for time management, by clocking in and out.

RESEARCH AND DEVELOPMENT

Occasionally undertakes surveys or audits, as necessary for own work area. May be asked to test new equipment for the Department.

PHYSICAL SKILLS

Ability to operate electric vehicles, cages/bins, forklift truck, and van using standard driving skills that will be obtained through on the job training and practical training courses.

PHYSICAL EFFORT

There Are long periods of standing, lifting, pulling, pushing and manoeuvring, using mechanical aids. These are daily requirements throughout the shift.

MENTAL EFFORT

Frequent - occurs on half the shifts worked or more.
 Requiring concentration when driving & loading the electric tugs & motor vehicles
 Operating machinery such as the cardboard bailer and general waste compactor.

EMOTIONAL EFFORT

Very occasionally they may move limbs for disposal which are all concealed in appropriate packaging.

WORKING CONDITIONS

There are adverse environmental conditions, potential hazards with machinery, smells and noise.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself 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.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long-standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Waste Operative	
Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING X2 GCSE's in English and Mathematics Grade A-E, or equivalent experience.</p> <p>Qualified electric vehicle operator or willingness to undertake relevant training. Full clean driving Licence Forklift Licence</p>	<p>E</p> <p>E</p>	<p>D</p> <p>D</p>
<p>KNOWLEDGE/SKILLS Nurate & Literate Good Interpersonal Skills Understanding of Hazardous Wastes Understand the term confidentiality Standard Driving Skills</p>	<p>E</p> <p>E</p> <p>E</p>	<p>D</p> <p>D</p>
<p>EXPERIENCE Experience of Handling / disposing of clinical and general wastes Experience of Handling / disposing of Cytotoxic and Cytostatic wastes Experience of Handling / disposing of Hazardous and Chemical wastes</p>	<p>D</p> <p>D</p> <p>D</p>	
<p>PERSONAL ATTRIBUTES Team Worker Smart appearance Physically fit Ability to be flexible Enthusiastic, approachable & motivated Reliable Able to work to a routine work schedule</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>OTHER REQUIRMENTS Ability to undertake shift requirements. Ability to be flexible, e.g. Cover colleagues absences Ability to follow the Trust's Policies and Procedures. Ability to undertake mandatory training</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y		✓		
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	Y				
Noise (over 80dBA)	Y				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	Y				
Driving	Y			✓	
Food handling	Y				
Night working	N				
Electrical work	N				
Physical Effort	Y	✓			
Mental Effort	Y				✓



Emotional Effort	Y			✓	
Working in isolation	N				
Challenging behaviour	N			✓	