

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Accommodation Assistant |
| **Reports to** | Accommodation Manager |
| **Band** | Band 2 |
| **Department/Directorate** | Accommodation/Facilities |

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| **JOB PURPOSE** |
| To maintain a quality cleaning and housekeeping service ensuring the highest standards at all times.  There will be a requirement to train new members of staff as appropriate to job role. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Delivery of Post to post boxes in Residential Block Buildings * Removal of refuse from accommodation flats * Removal of soiled linen and distribution of clean laundry to Accommodation flats * 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 |
| **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.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Accommodation Manager * Accommodation Bookings Officer * Accommodation Assistant colleagues * Estates Department | * Residents and Guests * Patients and family members | |
| **ORGANISATIONAL CHART** |
| Service Manager  Estates & Facilities  Deputy Service Manager  Residential Accommodation Manager  Accommodation Bookings Officer  Accommodation Assistants (Post Holder) |
| **FREEDOM TO ACT** |
| Work within clearly defined occupational policies, work is managed, rather than supervised  Works within HR policies and procedures; operates on own initiative, takes advice from manager if required |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| May be barriers to understanding for example language and cultural differences.  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 attend and participate in team meetings * To maintain effective working relationships * To foster people’s equality, diversity and rights * To help co-ordinate daily cleaning duties within the department * Liaise with Accommodation Bookings Officer regarding daily operational demands. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Monitor and report any faults and breakages in the accommodation blocks * To comply with all relevant Health & safety and hygiene legislations, to be adhered to at all times |
| **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. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Adhere to all Trust and department Policies and procedures relating to their role. * To comply with local departmental procedures. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * To monitor stock levels of stationery and equipment, receive deliveries and report maintenance faults. * To assist the Department Manager with the control of consumable stock levels and to report any excessive stock levels that are held. |
| **HUMAN RESOURCES** |
| * Maintain and update own training relevant to post. * Participate in appraisals. * Provide on the job training and guidance for new colleagues |
| **INFORMATION RESOURCES** |
| * Use of IT programmes relevant to self and the department, i.e. HealthRoster, ESR and Learn Plus. |
| **RESEARCH AND DEVELOPMENT** |
| * Comply with Trust requirements and undertake surveys as necessary to own work. * To participate in satisfaction surveys as required |
| **PHYSICAL SKILLS** |
| * Role involves 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 |
| **PHYSICAL EFFORT** |
| * 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** |
| * Work pattern is predictable to a certain degree but subject to change at short notice. |
| **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** |
| * 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. |
| **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. |

PERSON SPECIFICATION

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| **Job Title** | Residential Accommodation Assistant |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** |  |  |
| * Good general education, to include 2 x GCSE’s in English and Mathematics Grade A-D or equivalent qualification | E |  |
| * Willing to undertake training relevant to the post | E |  |
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| **KNOWLEDGE/SKILLS** |  |  |
| * Good communication skills | E |  |
| * Good interpersonal skills | E |  |
| * Able to work in a busy environment | E |  |
| * Understand the concept of quality control | E |  |
| **EXPERIENCE** |  |  |
| * Previous cleaning experience | E |  |
| * Customer care experience | E |  |
| * Experience of using electrical cleaning equipment |  | D |
| **PERSONAL ATTRIBUTES** |  |  |
| * Able to work to a work schedule | E |  |
| * Enthusiastic, approachable and motivated | E |  |
| * Able to work flexibly | E |  |
| * Good attendance / time keeping record * Able to work as part of a team | E  E |  |
| **OTHER REQUIREMENTS** |  |  |
| * The post holder must demonstrate a flexible attitude to working | E |  |
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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  | X |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **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 |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  | X |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  | X |  |  |
| Mental Effort | Y |  | X |  |  |
| Emotional Effort | N |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |