

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Domestic Services Coordinator |
| **Reports to** | Band 7 Nurse |
| **Band** | 3 |
| **Department/Directorate** | Devon Sexual Health and NHS Walk in Centre |

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| **JOB PURPOSE** |
| To be responsible for the Domestic Services of the NHS Walk in Centre, 31 Sidwell Street, Exeter on a day to day basis, to ensure we comply with client requirements and the agreed delivery of service at all times, for two services; Devon Sexual Health and Walk in Centre (WIC).  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- environment and patient equipment and minor maintenance together with other specific tasks, in accordance with National Specification for Cleanliness in the NHS and the Care Quality Commission (CQC) standards - Outcomes 8, 11, 13, 14, 17, 21  The post holder will be required to work closely with both Devon Sexual Health and WIC IPC Leads and 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 themselves at all times in such a manner as to minimise the risk of healthcare associated infection.  The post holder will have responsibility for the daily housekeeping. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| To participate in and ensure compliance with the requirements as set down in the National Standards of Cleanliness for the NHS and PLACE assessment actions.  The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection  Responsibility for cleanliness in the two departments, including but not exhaustive to; touch cleaning during the day and ensuring the patient toilets are cleaned midway through the shift. Where required, vacuum carpets in office areas once weekly.  To ensure that all reported structural repairs required to the fabric of the building are forwarded to the appropriate department; Princesshay or Trust Estates and Facilities.  To be responsible for the ordering of clinical and non-clinical supplies via UNIT4, including those for the South West Norse cleaning company.  To be responsible for the collection of delivered stores from the loading bay and delivery to the store room.  To be responsible for the stock check of stores, keeping the store room and cleaning cupboard organised and fully stocked.  To oversee and audit clinical waste in conjunction with information sharing with South West Norse cleaners and report to the Trust Waste Lead if any concerns are raised.  To report and record any accident or incident in accordance with departmental/Trust procedures.    To follow all administrative procedures for own area.  To complete daily Quality Control Monitoring rectification sheets as required by the Quality Assurance and Performance Co-ordinator and report back as necessary.  To undertake other duties as requested by your Line Manager appropriate to the grade.  To contribute to and work within a safe working environment  To lock/unlock the site as and when required as detailed in the relevant procedure.  To report faults on machinery and damage to EBME and faults etc to the fabric of the building to the Estates department in a timely manner.  To respect the privacy and dignity of patients, visitors and staff whilst carrying out duties.  To refer complaints to the Line Manager.  To participate in staff satisfaction surveys as required.  To attend and participate in meetings as required.  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.  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 effective working relationships  To foster people’s equality, diversity and rights  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.  To display a formal Trust ID badge at all times whilst on duty  To undertake any mandatory training or other training required to maintain competency in the role.  Where appropriate to the grade, undertake such duties as deemed necessary as directed by the Line Manager in order to ensure service provision is met.  To be aware of the need for utmost confidentiality in all areas. |
| **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.  In addition, the post holder will deal with the wider healthcare community, 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** | | * Clinical and non-clinical staff for both Devon Sexual Health and WIC. * Trust Waste Lead * Estates and Facilities * EBME * Procurement * Infection Prevention and Control, local and Trustwide * Heads of Department * Other Facilities Supervisors | * Patients * SCRL waste * Princesshay (Landlord) * South West Norse * Exeter Property Maintenance (EPM) | |  |  | |  |  | |  |  | |
| **ORGANISATIONAL CHART** |
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| **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. * Works within clearly defined policies, using own initiative on routine matters. * Work is managed rather than supervised. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Provide and receive routine information which can sometimes require tact/ persuasive skills, particularly where there are barriers to understanding. * Communication with staff, patients and visitors. * Liaise with Site Management Team and Infection Prevention and Control regarding current operational escalation levels and escalate any matters arising. * Communicate effectively both through verbal and written forms of communication. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Judgements involving facts when presented with situations such as finding fault on complex equipment or investigating issues such as stock shortages, often requiring analysis to overcome these scenarios. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Plan, organise and adjust as necessary activities such as weekly, monthly and annual service contracts. * To respond to emergencies as appropriate. |
| **PATIENT/CLIENT CARE** |
| * Incidental contact with patients and visitors when providing a cleaning service within clinical areas and other communal areas that patients and visitors have access to. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Implements department policies and proposes changes to working practices and procedures for own working area. * 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 terminal cleaning duties. * To take part in periodic meetings to discuss ongoing issues that pertain to cleaning, the fabric of the building or similar. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Responsible for the safe use of equipment, pertaining to role, throughout the Department by the individual and also those using equipment within the team. * To control the usage of cleaning materials to ensure that there is no wastage and that all materials are being used only for the purpose for which they were issued. * Responsible for maintaining stock control. |
| **HUMAN RESOURCES** |
| * Maintain and update own training relevant to post. * Take an active part in the development review of own work, suggesting areas for learning and development in the coming year. * Maintain and update own training relevant to post. |
| **INFORMATION RESOURCES** |
| * Responsible for the purchase of supplies for both clinical and non-clinical stores via UNIT4. * Records personally generated information, i.e. inputting on Healthroster and mandatory learning via Learn+. * To observe the Trusts infection Control Policy at all times and to adhere to associated standard operating procedures. |
| **RESEARCH AND DEVELOPMENT** |
| * Undertakes audits, as necessary to own work. |
| **PHYSICAL SKILLS** |
| * Standard keyboard skills * Ability to use cleaning equipment that will require manoeuvring (pushing and pulling) such as trolleys and other machines. |
| **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 (clinics, communal areas, stairwells etc.) |
| **MENTAL EFFORT** |
| * Frequent requirement for concentration where the work pattern is predictable with a few competing demands for attention. |
| **EMOTIONAL EFFORT** |
| * Occasional exposure to distressing or emotional circumstances, this can be indirectly with patients when working in patient area. |
| **WORKING CONDITIONS** |
| * Frequent exposure to unpleasant working conditions such as uncontained bodily fluids. |
| **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 yourself 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

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| **Job Title** | Domestic Services Coordinator |

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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-C or equivalent qualification.  NVQ Level 3 Supervisory qualification in relevant area or equivalent demonstrable experience | E  E |  |
| **KNOWLEDGE/SKILLS**  Good numeracy & literacy skills  Proven ability to communicate  Able to impart knowledge  Excellent interpersonal skills  Proven IT skills to include Excel, Outlook and Word | E  E  E  E  E |  |
| **EXPERIENCE**  Previous experience of an NHS or healthcare environment  Previous customer care experience | E  E |  |
| **PERSONAL ATTRIBUTES**  Ability to work under own initiative and organise workload accordingly  Good decision making / problem solving skills  Ability to work in a busy environment  Neat and tidy appearance with a good standard of personal hygiene  Proven ability to deal with challenging behaviour | E  E  E  E  E |  |
| **OTHER REQUIRMENTS**  Able to work as part of a team  Flexibility to rotate shift pattern if required due to alternating shift rota system  Able to work across Trust sites if required | E  E  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 | Y |  | X |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g. isocyanates) | Y |  | X |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y |  |  |  | X |
| 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 |  |  |  | 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 | Y |  | X |  |  |
| Challenging behaviour | Y |  |  | X |  |