

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Domestic Services Assistant
<b>Reports to</b>	Domestic Services Supervisor
<b>Band</b>	Band 2
<b>Department/Directorate</b>	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 &amp; 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> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• To terminally clean bed spaces &amp; side rooms as required.</li> <li>• 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.</li> <li>• To replenish hand towels, toilet paper and hand soap supplies as required in order to maintain high standards of infection control.</li> <li>• Distribution of breakfast from bulk trolley including preparation of toast, cereal and beverages where applicable.</li> <li>• 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)</li> <li>• 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.</li> <li>• Cleaning of internal glass and mirrors as detailed on the daily work schedule.</li> </ul>

- 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.
- 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.

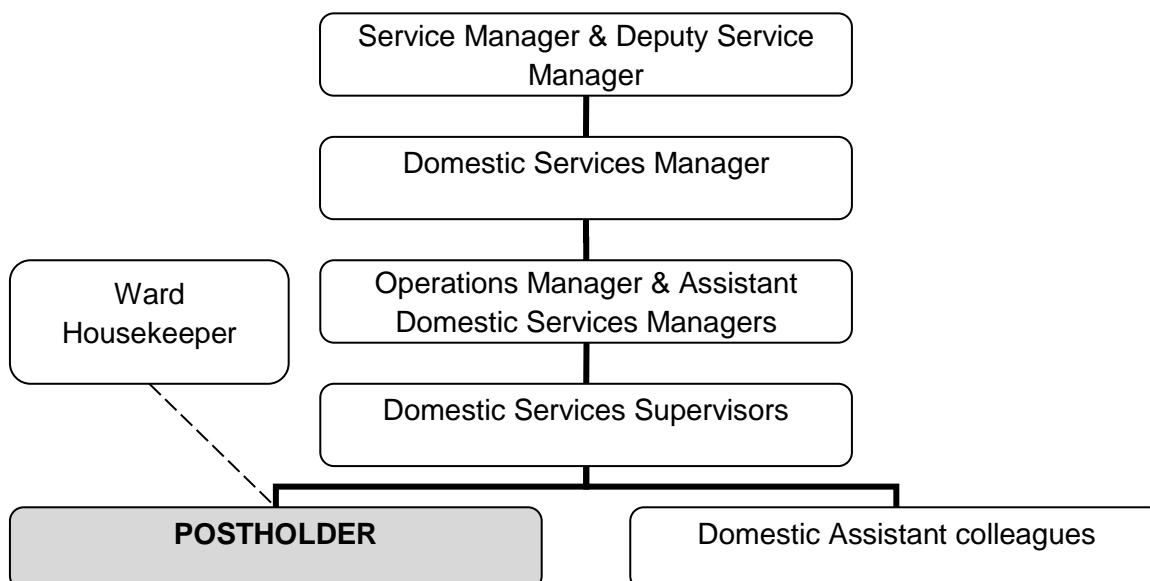
No. of Staff reporting to this role: N/A

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

## ORGANISATIONAL CHART



<b>FREEDOM TO ACT</b>
<ul style="list-style-type: none"> <li>To work to standard operating procedures using own initiative when dealing with routine matters.</li> <li>A Supervisor/Ward Housekeeper will be available for reference and on occasions work carried out might be checked.</li> </ul>
<b>COMMUNICATION/RELATIONSHIP SKILLS</b>
<ul style="list-style-type: none"> <li>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.</li> <li>Communication with staff, patients and visitors.</li> <li>To attend and participate in ward meetings and staff comm cells.</li> <li>To maintain effective working relationships.</li> </ul>
<b>ANALYTICAL/JUDGEMENTAL SKILLS</b>
<ul style="list-style-type: none"> <li>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.</li> <li>To use own judgement and initiative when required to deviate from work schedule due to facts or situations which are not straightforward.</li> </ul>
<b>PLANNING/ORGANISATIONAL SKILLS</b>
<ul style="list-style-type: none"> <li>Plans and organises own day to day work tasks, normally following a planned daily cleaning schedule.</li> </ul>
<b>PATIENT/CLIENT CARE</b>
<ul style="list-style-type: none"> <li>Direct patient contact when providing the morning breakfast service and whilst providing a cleaning service to the wards, including patient bed spaces.</li> <li>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.</li> <li>Show understanding and compassion for patients and their visitors on a daily basis.</li> <li>Maintain confidentiality with regard to patient issues.</li> <li>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.</li> <li>Refer complaints to the nurse in charge.</li> <li>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.</li> </ul>
<b>POLICY/SERVICE DEVELOPMENT</b>
<ul style="list-style-type: none"> <li>Follows departmental and trust wide policies, and on occasion may be required to comment on these.</li> <li>To have knowledge of, adhere to and carry out all COSHH policies and associated standard operating procedures.</li> <li>To observe the Trusts infection Control Policy at all times and to adhere to associated standard operating procedures.</li> </ul>
<b>FINANCIAL/PHYSICAL RESOURCES</b>
<ul style="list-style-type: none"> <li>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.</li> <li>Removal and replacement of non-valuable containing locker bags.</li> <li>Post holder is responsible for ordering stock within own department and replenishing stock.</li> </ul>
<b>HUMAN RESOURCES</b>
<ul style="list-style-type: none"> <li>The post-holder will provide guidance to new starters as and when requested to do so.</li> <li>To participate in performance review and undertake any mandatory training or other training required to maintain competency in the role.</li> </ul>

<ul style="list-style-type: none"> <li>To foster people's equality, diversity and rights.</li> </ul>
<b>INFORMATION RESOURCES</b>
<ul style="list-style-type: none"> <li>Records personally generated information, i.e. annual leave requests etc.</li> <li>To comply with departmental clocking in and out procedures.</li> </ul>
<b>RESEARCH AND DEVELOPMENT</b>
<ul style="list-style-type: none"> <li>Undertakes surveys and audits when necessary to own work.</li> <li>To participate in patient satisfaction surveys as required.</li> </ul>
<b>PHYSICAL SKILLS</b>
<ul style="list-style-type: none"> <li>Operate cleaning equipment and carry out daily cleaning.</li> <li>Standard keyboard skills.</li> </ul>
<b>PHYSICAL EFFORT</b>
<ul style="list-style-type: none"> <li>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.)</li> <li>Ability to use cleaning equipment that will require manoeuvring (pushing and pulling) such as trolleys and vacuum cleaners.</li> </ul>
<b>MENTAL EFFORT</b>
<ul style="list-style-type: none"> <li>Frequent requirement for concentration where the work pattern is predictable with few competing demands for attention.</li> </ul>
<b>EMOTIONAL EFFORT</b>
<ul style="list-style-type: none"> <li>Occasional exposure to distressing or emotional circumstances, for example when serving patient breakfast meals and cleaning in patient bed spaces.</li> </ul>
<b>WORKING CONDITIONS</b>
<ul style="list-style-type: none"> <li>Rare exposure to unpleasant working conditions such as uncontained bodily fluids and foul linen.</li> </ul>
<b>OTHER RESPONSIBILITIES</b>
<p>Take part in regular performance appraisal.</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</p> <p>Contribute to and work within a safe working environment</p> <p>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</p> <p>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.</p> <p>You must also take responsibility for your workplace health and wellbeing:</p> <ul style="list-style-type: none"> <li>When required, gain support from Occupational Health, Human Resources or other sources.</li> <li>Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.</li> <li>Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.</li> <li>Undertake a Display Screen Equipment assessment (DES) if appropriate to role.</li> </ul>

## **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

<b>Job Title</b>	Domestic Services Assistant
------------------	-----------------------------

Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>  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
<b>KNOWLEDGE/SKILLS</b> Nurate & literate Good interpersonal Skills	E E	
<b>EXPERIENCE</b> Previous experience of cleaning Previous healthcare experience Customer care experience	E  E	  D
<b>PERSONAL ATTRIBUTES</b> 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	
<b>OTHER REQUIREMENTS</b> 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
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y	X			
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
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				