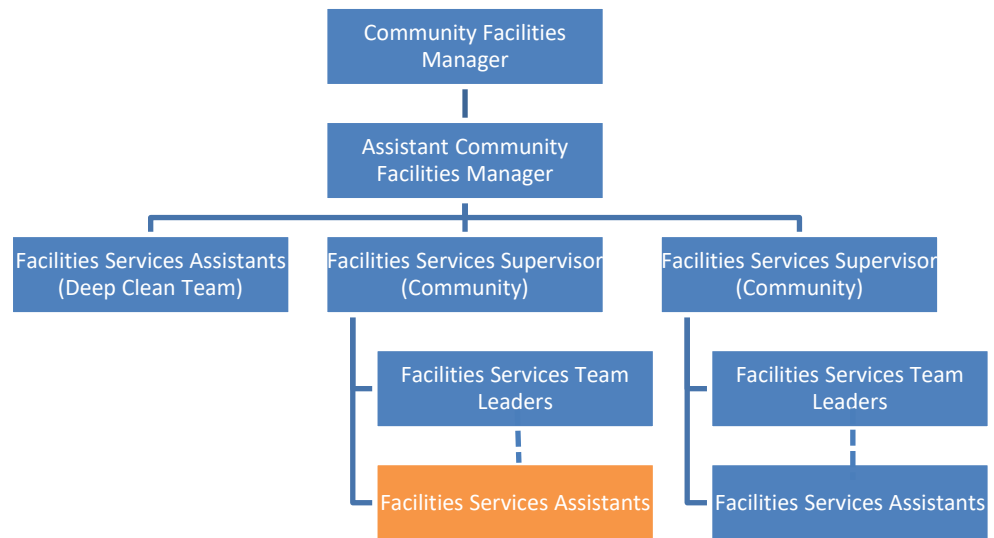


“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

JOB DESCRIPTION

| JOB DETAILS | |
|---|---|
| Job Title | Facilities Services Assistant |
| Reports to | Facilities Services Supervisor (Community) |
| Band | 2 |
| Department/Directorate | Estates and Facilities Management (EFM) / Finance |
| JOB PURPOSE | |
| <p>To work as part of the Facilities Services Team within the Community Hospitals to carry out a range of duties associated with the provision of professional cleaning and patient support activities including providing the patient meal service (breakfast, lunch and supper).</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. At all times the position demands the respect for patient privacy, dignity and confidentiality.</p> <p>The post holder is expected to comply with Trust Infection Control Policies and conduct their self at all times in such a manner as to minimise the risk of healthcare associated infection.</p> | |
| KEY WORKING RELATIONSHIPS | |
| <ul style="list-style-type: none"> • Ward/Department staff and patients (if appropriate) • Facilities Services Assistants, Team Leaders and Coordinators/Supervisors • Assistant Community Facilities Manager and Community Facilities Manager • Nursing Staff/Clinical Teams • Facilities Management Team • Patients and Visitors • Other colleagues in the Trust <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 | |



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The post holder will work as an integral part of the ward team ensuring a high-quality service to patients.

Cleaning duties;

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.

- 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.
- 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 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 WC's, wash hand basins, baths, showers, sinks and sluices (if present in work area).

Patient Meal Service;

This service provides meals to patients in the community sites, they offer breakfast, lunch and dinner.

- 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.

Other duties associated with this role may include;

- To collect and deliver mail
- Duties associated with the cleanliness of the exterior area eg bins and car park roads
- 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.

COMMUNICATION/RELATIONSHIP SKILLS

- To provide and receive routine information.
- To communicate with staff, patients and visitors.
- To attend and participate in ward meetings and staff team meetings.
- To maintain effective working relationships
- 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 their 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.
- 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).

ANALYTICAL/JUDGEMENTAL SKILLS

- Use and care of approved cleaning materials and equipment at all times, in accordance with the operator instructions
- Restocking of all products.

- To report faults on machinery and damage, faults etc. to the fabric of the building to the Supervisor.
- Carry out patient meal 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.

PLANNING/ORGANISATIONAL SKILLS

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

PATIENT/CLIENT CARE

- To have direct patient contact when providing the patient meal service and whilst providing a cleaning service to the wards, including patient bed spaces.
- To 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.
- To show understanding and compassion for patients and their visitors on a daily basis.
- To maintain complete confidentiality with regard to patient issues.
- Where appropriate to the grade, undertake such duties as deemed necessary as directed by the Supervisor, Nurse in Charge or Ward Matron in order to assist the ward team in ensuring that patients' needs are met.
- To refer complaints to the Supervisor/nurse in charge.

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 Supervisor 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 (jointly between Domestic Services and the Ward Housekeeper). To 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.

RESEARCH AND DEVELOPMENT

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

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. Someone will be available for reference and on occasions work carried out might be checked.
- 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.

PHYSICAL SKILLS

- Operate cleaning equipment and carry out daily cleaning.
- Standard keyboard skills.
- Ability to use cleaning equipment that will require manoeuvring (pushing and pulling) such as trolleys and vacuum cleaners.

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.)

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 meals and cleaning in patient bed spaces.

WORKING CONDITIONS

- Rare exposure to unpleasant working conditions such as uncontained bodily fluids and foul linen.
- Exposure to the working conditions of a kitchen area e.g. hot, humid, noisy.

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

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:

- Compassion
- Integrity
- Inclusion

- Empowerment

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

| | | | |
|---|-------------------------------|------------------|---|
| POST | Facilities Services Assistant | | |
| BAND | 2 | | |
| Requirements | Essential | Desirable | |
| QUALIFICATION/TRAINING | | | |
| <ul style="list-style-type: none"> • Good general education, to include 2 x GCSE's in English and Mathematics Grade A-D or equivalent qualification or equivalent relevant experience. • NVQ Level 1/2 (cleaning and support services or equivalent) • Willing to undertake training relevant to the post | E | | D |
| | E | | |
| KNOWLEDGE/SKILLS | | | |
| <ul style="list-style-type: none"> • Working as part of a team • Good communication and organisational skills • General cleaning procedures • Catering procedures including food preparation, cooking and safety • Computer skills (<i>for using emails and undertaking training</i>) • Ability to follow instruction and internal processes • Ability to bend, stretch and lift items and push/move equipment and furniture • Safe handling of cleaning agents (<i>COSHH</i>) • Ability to use cleaning tools and assemble/dismantle cleaning equipment | E | | D |
| | E | | D |
| | E | | D |
| | E | | D |
| | E | | D |
| | E | | D |
| EXPERIENCE | | | |
| <ul style="list-style-type: none"> • Previous experience of cleaning and/or catering • Previous healthcare experience • Previous customer service background | E | | D |
| | E | | D |
| PERSONAL ATTRIBUTES | | | |
| <ul style="list-style-type: none"> • Be able to conduct themselves in a professional manner at all times • Able to work independently and as part of a team with the ability to prioritise work and adapt to schedule changes at short notice • Enthusiastic, approachable, motivated and reliable • To be able to cope with frequent exposure to high temperatures and cleaning agents, at times unpleasant working conditions such as cleaning toilets and exposure to body fluids | E | | |
| | E | | |
| | E | | |
| | E | | |
| OTHER REQUIRMENTS | | | |
| <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 deal with clinical waste, smells and bodily excretions and fluids (clinical environment) • Ability to work shift patterns including weekends | E | | |
| | 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 | 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) | Y | | | | X |
| 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) | N | | | | |
| Driving | Y | | | X | |
| Food handling | N | | | | 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 | Y | X | | | |