

JOB DESCRIPTION

JOB DETAILS	
Job Title	Ward Housekeeper
Reports to	Support Services Manager
Band	Band 3
Department/Directorate	Estates and Facilities

JOB PURPOSE
The post holder is required to support the clinical and non-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. To provide oversight of the Facilities staff working on the ward environment to ensure a seamless approach to the provision of non-clinical services, therefore ensuring the appropriate delivery of a clean environment, and an efficient and reliable patient meal service. The role also requires monitoring of the completion of minor maintenance tasks together with any other specific tasks to meet patient's needs, as determined by the Clinical Nurse Manager and Estates and Facilities Management. The post holder will be required to work closely with Facilities Services staff and supervisors, with other departments and support services, actively monitor quality standards, and ensure reported deficiencies have been rectified in a timely manner. The post holder will actively participate in the provision of high quality, cost effective service in order to comply with mandatory standards as set down in the National Standards of Healthcare Cleanliness in the NHS 2021, National standards for healthcare food and drink 2022, PLACE (Patient Led Assessment of the Care Environment), and the CQC (Care Quality Commission).

KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES
You will play a key role in maintaining excellent standards of cleanliness and organisation within the ward environment and equipment in accordance with infection control procedures and guidance, and assist with the ordering of stock and the arrangements for this. You will also assist in the catering for patients. To provide a focal point for individual patients in relation to their day-to-day non-clinical needs. Ensure that health and safety as well as legal compliance is maintained and in line with statutory requirements The role requires the postholder to provide oversight to the Facilities staff working on the ward, and to aid these staff groups, when required. This role ensures that all essential and non-medical equipment is in a clean and serviceable condition and is available for use, and to co-ordinate the timely cleaning of vacated bed spaces/side rooms, as required. The role is responsible for the monitoring of quality through the use of appropriate auditing tools. Ensure that the fabric of the ward environment and all equipment within the department is kept in accordance with relevant standards and regulations, ensuring that the appropriate repair tickets are logged. The postholder will liaise and work with Facilities Services Managers and other members of the Facilities Services teams to provide a standardised and co-ordinated approach to services provided.

Work closely with management and colleagues to drive efficiencies across your area of responsibility, prompting a culture of continuous improvements in service delivery.

To participate in future developments of the Ward Housekeeper team.

To report on and escalate any potential risks, issues and incidents that cannot be resolved on a day to day basis to the Ward Housekeeper Co-ordinator and Support Services Manager and suggest possible solutions.

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

To ensure that the Trusts infection Control Policy are observed and maintained by all Catering and Domestic Services staff.

ADDITIONAL ROLE RESPONSIBILITIES

Cleaning

- To ensure general and specialist patient equipment is cleaned in accordance with the National Standards of Healthcare Cleanliness in the NHS 2021 documentation; the Trust Patient Equipment Cleaning Policy and agreed cleaning schedules. This will include cleaning of patient equipment, nursing equipment, drug trolleys, linen trolleys as per the required national specifications for cleaning
- To co-ordinate the timely cleaning of vacated bed spaces / side rooms as required and if there is no cleaning service available to undertake cleaning as required.
- 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.
- 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.
- 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.
- Where necessary liaise with the Domestic Services management team to discuss work schedules and timings of cleaning duties within the ward area and sluice area
- 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 Clinical Nurse Manager.
- To liaise with the Domestic Services department and provide supervision to deep cleans being undertaken on their ward areas.

Catering

- 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.
- Assist patients to order food by the approved software method, taking into consideration any special dietary needs and medical requirements as determined by the medical teams.
- Assist with the food service ensuring adequate support is given by nursing colleagues.
- Additionally, order patient food outside of the regular approved method when required.
- Ensure that patients are physically able to reach their food and assist patients as necessary.
- Ensure that Nutritional Supplements have been ordered to be issued out to patients by the clinical staff.
- 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 Clinical Nurse Manager. It is not a requirement of this role to assist with the feeding of patients.

- To ensure patients whose fluid intake is not medically restricted have access to fresh water as directed by the nursing team.
- Check that all required temperature recordings have been completed by the Catering Assistants as required on a daily basis, and also ensuring that food wastage figures are recorded for each service.
- Where necessary, liaise with the Patient Meal Services management team to discuss work schedules and timings of catering duties within the ward area.
- Ensure that Catering and Domestic staff are correctly weighing and recording food wastage after each meal service.

Included Role Responsibilities

Linen

- Ensure that the management of linen at ward level complies with all relevant policies and guidance.
- Maintain compliance with the Trust's Linen Policy and guidance, therefore ensuring that only the required amounts of linen are utilised.
- Ensure patient laundry is sent to the central laundering service in a timely manner and check upon its return.

Waste Management

- 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
- Ensure waste bins are of the correct size, correctly labelled and are sited in appropriate locations throughout the ward
- Encourage recycling where possible in accordance with the Trust's Waste Management Policy
- 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 Clinical Nurse Manager.

Maintaining the Ward

- 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.
- Check over bed lights on a weekly basis to ensure functional, reporting any faults to the Estates department.
- To monitor the general ward environment and to co-ordinate necessary repairs and maintain records of defects reported to the Estates Department via the MICAD system.
- Ensure the safe storage of equipment in conjunction with the nursing team.

Auditing

- To be responsible for undertaking the following audits on a weekly basis (unless advised otherwise): Cleaning, Food service, Waste Management, Ward Environment
- Document findings using authorised paperwork.
- Submit all completed audits by prescribed timelines
- 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 Clinical Nurse Manager or Ward Housekeeper Co-ordinator.
- 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
 - Temperature Records e.g. drugs fridge
 - Weekly Cleaning Records

Other Responsibilities

- 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
- To respect the privacy and dignity of patients whilst carrying out your duties.
- To issue patient satisfaction surveys as required, e.g. Feedback cards.
- To provide a level of oversight across the ward templates during Ward Housekeeper absences and particularly during all Patient Meal Service timings.
- To assist in maintaining a clutter free environment adjacent to the ward template by ensuring empty cages are not stored on the main hospital corridors. Such items are to be reported to the Portering team for safe removal, along with any beds that also require removal from the corridors. Any broken items of equipment or beds are clearly labelled as defective.

Working Practices and Relationships:

- 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.
- To display a formal Trust ID badge at all times whilst on duty and ensure other staff are displaying formal ID badges as appropriate.
- To undertake any mandatory training or other training required to maintain competency in the role.
- To maintain complete confidentiality with regard to service information and patient issues. Ensure tact and diplomacy is maintained at all times.

KEY WORKING RELATIONSHIPS

Provision of oversight of Catering and Domestic Services staff assigned to working on the ward environment.

There are no staff directly reporting to this role. This role provides local oversight of the Catering and Domestic Services department staff, and works in conjunction with those department supervisors for matters that require resolution.

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
• Facilities Service and deputy Service Managers • Facilities department Managers • Clinical / Ward Staff on the ward environment and across the Trust • Ward administration and secretarial staff • Estates Department • Health & Safety / Risk Management • All Trust Staff	• Patients, patients' families and Visitors

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.
- Work is managed rather than supervised.
- To form effective working relationships within the relevant ward teams and the wider Estates and Facilities Directorate.
- To report on and escalate any problems that cannot be resolved on a day to day basis to the Ward Housekeeper Co-ordinator and the Support Services Manager.
- To work within Trust policies – including those for confidentiality, data protection, health and safety, fire protection and the annual appraisal process, using own initiative on routine matters.

COMMUNICATION/RELATIONSHIP SKILLS

- Maintain effective communication links and develop working relationships with the Estates and Facilities teams, and all colleagues and staff within area of responsibility to ensure the sharing of consistent, accurate and relevant information.
- Use the most appropriate form of interaction to communicate and receive routine and sensitive information that can be clearly and readily understood by all staff, including clinical and non-clinical colleagues, patients and users of the ward services.
- Have good written, oral, and non-verbal skills with the ability to communicate effectively to members of staff at all levels.
- Have the ability to create a positive working environment and the creation of open communications.
- Have the ability to build relationships with internal parties and view problems and solutions from different perspectives.
- To provide leadership and support to the team leaders and staff of the Catering and Domestic staff within their area of responsibility.
- Coach, support and motivate all supervised staff in order to develop and improve their performance, to meet requirements and to ensure appropriate behaviour and conduct in line with NHS and RDUH Trust Values.

- To participate in meetings and safety briefings, if required.
- To report on and escalate any problems that cannot be resolved on a day to day basis to the Ward Housekeeper Co-ordinator and the Support Services Manager.
- Have the ability to recognise challenging behaviour in patients and relatives, and to act accordingly in line with Trust policies, procedures and any acquired training.

ANALYTICAL/JUDGEMENTAL SKILLS

- The post holder will be expected to have good analytical and judgment skills require to adapt to varying and sometimes challenging situations.
- The post holder will be expected to exercise good judgement to assess, escalate and act on concerns regarding patients', staff, ward environment, or service.
- To work as a productive member of the team with a flexible attitude to the work and be sensitive to other staff and colleague's requirements.
- To monitor and audit pre-patient meal service HACCP checks ensuring that temperature probing has been completed by the Catering Assistant, and that any required data has been recorded.

PLANNING/ORGANISATIONAL SKILLS

- The ability to manage workload effectively, acting professionally and within Trust and ward guidelines.
- Adapt to change at short-notice to ensure operational deadlines are met, and able to prioritise workload – sets high standards.
- To prioritise workloads to enable activities to be completed within specified and any agreed timescales.

PATIENT/CLIENT CARE

- To interact routinely with services users to ensure that a customer focused service is provided that meets user and Trust's expectations.
- Ensure safe practice to minimise the risks to patients and staff in accordance with national and Trust policies.
- To ensure that patients meet their nutritional and hydrational needs, liaise with Patient Meal Services when necessary.
- To be aware of the need for utmost confidentiality at all times, and to foster people's equality, diversity and rights.

POLICY/SERVICE DEVELOPMENT

- To ensure that Estates and Facilities staff under their oversight whilst working on the ward comply with relevant Trust policies and procedures, and assist in ensuring that staff are kept up to date with current editions.
- To ensure that relevant Health and Safety and other legislation is adhered to at all times and that records are kept to demonstrate this
- To ensure full compliance with all local Trust Policies including the cleaning policy, waste management, risk management, infection control, food hygiene and food management policies.
- To participate in planning future developments of the service.
- In conjunction with the Support Services Manager and Ward Housekeeper Co-ordinator, and when required, review all possible options for the future strategic development of the Ward Housekeeper team, ensuring that any feasible and cost-effective development is discussed with all relevant staff for positive improvements to the services provided.
- Assist the Support Services Manager and Ward Housekeeper Co-ordinator with exploring and implementing where possible future industry innovation with a view to improving services.

FINANCIAL/PHYSICAL RESOURCES

- To monitor use of supplies and ensure that this is done efficiently, and in a cost-effective manner in line with the needs of the service.
- To ensure that stock control at the ward managed effectively and efficiently.

HUMAN RESOURCES
• Provide day to day oversight and direction of the Estates and Facilities staff working in the ward environment. • To participate in, or undertake regular personal development reviews (PDR) for staff and to ensure that the PDR system has a positive impact on the performance of staff within the service area. • To ensure that operational and HR policies and procedures are understood by staff, and through monitoring, ensure that they are implemented through monitoring. • To report all operational issues to the Ward Housekeeper Co-ordinator and Support Services Manager for inclusion in the divisions review documents.
INFORMATION RESOURCES
• To continually monitor the efficiency and effectiveness of services through the Trusts audit software management system and results.
RESEARCH AND DEVELOPMENT
• Complete audits and surveys as and when required. • To ensure audits are undertaken on a regular basis and assist in audit activity.
PHYSICAL SKILLS
• The ability to use standard keyboard skills for computer work.
PHYSICAL EFFORT
• Assist in the movement of service equipment and to provide support in the provision of services, if required. • Ability to handle equipment and potentially heavy loads, up to and including 10kg. • Periodic need to provide physical exertion required to perform critical tasks to meet operational needs. • Prolonged periods of walking and standing.
MENTAL EFFORT
• Frequent concentration for dealing with queries, entry of data onto I.T. systems, and the provision of written communication. • Assessment of potential hazards. • Ability to prioritise response based on dynamic risk assessment.
EMOTIONAL EFFORT
• Occasional exposure to distressing or emotional circumstances, when participating in bereavement, illness, staff attendance or performance issues.
WORKING CONDITIONS
• Occasional exposure to unpleasant working conditions, i.e. dirt, smells, inclement weather and extreme temperatures. • Potential exposure to clinically low-level hazards in ward environments. • Requirements to use VDU equipment on a daily basis.
OTHER RESPONSIBILITIES
In conjunction with the respective department lead, take part in regular performance appraisals, including participation or the assistance in the completion of such for Estates and Facilities staff who have direct working relationships with the Ward Housekeeper. Undertake any training required in order to maintain competency and mandatory training. 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	Ward Housekeeper – Estates and Facilities
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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.	E	
NVQ Level 3 Supervisory qualification in relevant area or equivalent demonstrable experience	E	
Basic food hygiene.	E	
Willing to undertake training relevant to the post.	E	
KNOWLEDGE/SKILLS		
Ability to enthuse, motivate and involve individuals and understand performance expectations.	E	
Effective communication skills across all levels.	E	
Ability to influence and negotiate across a broad range of staff as appropriate.	E	
Ability to effectively performance manage staff.	E	
Ability to manage own time and meet deadlines.	E	
Analytical skills and ability to problem solve.	E	
Proven excellent planning and organisational skills.		D
Comprehensive IT skills including the use of Microsoft Office products		D
Knowledge of Risk Management systems		D
Understanding of budgetary management		D
Knowledge of legislation and procedures affecting the operation of services		D
Knowledge and understanding of COSHH and Food Safety.		D
EXPERIENCE		
Proven experience of managing staff	E	
Previous NHS / healthcare experience		D
Experience of dealing with challenging behaviour		D
Previous experience of managing an operational service on a day to day basis		D

Understanding and compassion for patients and their visitors	E	
Good understanding and appreciation of confidentiality	E	
PERSONAL ATTRIBUTES		
A focus on delivering high quality patient care as part of a large organisation.	E	
Able to demonstrate sound judgement regarding compliance with policies and procedures.	E	
Excellent interpersonal and communications skills.	E	
Ability to prioritise effectively and manage deadlines.	E	
Ability to work on own initiative and also as part of a team.	E	
Enthusiastic, approachable and motivated.	E	
Commitment to continual professional development.	E	
Remain focused in challenging situations.	E	
Awareness of diversity and equality issues within the NHS.	E	
Able to work as a team member.	E	
Immaculate in appearance with a good standard of personal grooming	E	
OTHER REQUIREMENTS		
Flexible to the requirements of the role.	E	
Ability to work as part of a multi-disciplinary team.	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			Y	
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y			Y	
Respiratory sensitisers (e.g. isocyanates)	Y				Y
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y				Y
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				Y
Heavy manual handling (>10kg)	Y			Y	
Driving	N				
Food handling	Y				Y
Night working	N				
Electrical work	N				
Physical Effort	Y				Y
Mental Effort	Y				Y
Emotional Effort	Y		Y		
Working in isolation	N				
Challenging behaviour	Y			Y	