**Job Description**

**1. Job Details**

Job Title: Ward Housekeeper

Grade: Band 3

Accountable managerially to: Ward Matron

Responsible daily to: Matron / Ward Sister / Nurse in Charge

Ward / Directorate: As allocated

**2. Job Purpose**

To

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, catering and minor maintenance together with other specific tasks, to meet individual patient’s needs as determined by the ward Matron in accordance with PAS 5748 Cleaning of Healthcare Facilities, 2011 documentation and NPSA Nutritional Guidelines, 2009

To share and receive routine information with the ward team, cleaning, catering and other support staff as required regarding the patient’s day, ensuring that work is planned in the most appropriate way to provide a high quality patient focused service.

The post holder will be required to work closely with other facilities departments / 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 him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

**3. Dimensions**

No budgetary responsibilities but will advise and influence ward expenditure to improve the patient environment

4. Key working Relationships:

* Ward Matron
* Senior Matron
* Multi-disciplinary ward team
* Domestic Assistants
* Catering Assistants
* Domestic Supervisors & Asst Domestic Manager
* Ward Catering Supervisors & Deputy Catering Manager
* Facilities Training Officer
* Quality Assurance and Performance Coordinator
* Facilities Service Manager
* Patients & their carers
* Estates
* Volunteers

**4. Organisational Chart:**

Lead Nurse

Senior Matron

Ward Matron

Ward Housekeeper

5. Key Result Areas/Principal Duties and Responsibilities:

**Key Responsibilities**

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

2. To provide a focal point for individual patients in relation to their day to day non-clinical needs.

3. To receive, welcome and guide patients to their allocated bed space. Also to meet and greet visitors on their arrival to the ward, liaising with the multi-disciplinary team as appropriate.

4. Co-ordinate all non-clinical compliments and complaints and share with the Matron in the first instance and then with the relevant service provider for action as appropriate.

5. Liaise with the ward Matron / Nurse in Charge and Facilities Services staff to ensure that the day’s work is flexibly planned in the most appropriate way, in order to deliver a high standard of patient facilities services.

6. In partnership with Domestic Services ensure that a clean, safe and comfortable environment is maintained and patient equipment is cleaned in accordance with National Specifications for Cleanliness in the NHS, 2007 and PAS 5748 Cleaning in Healthcare Facilities, 2011 documentation.

7. In partnership with Ward Catering Services ensure a range of catering services are provided to patients at ward level in accordance with NPSA Nutritional Guidelines, 2009. Make sure that all patient nutrition and hydration requirements are managed throughout the day and delivered in a timely and efficient manner within the designated protected meal times.

8. Attend clinical ward team meetings, ward handover, facilities led meetings as required. Communicate any relevant information to other service providers e.g. changes in a patients dietary requirement, specialist cleaning etc

9. Under the guidance of the Matron or Nurse in Charge, act as the liaison between the clinical team and the non-clinical service providers, in order to ensure a seamless service. Report any non-compliance of service to the relevant Facilities department and other service providers as appropriate and formally report to Ward Matron & the nominated Facilities Service Manager on a weekly basis.

10. Carry out quality assurance audits on a regular basis monitoring cleaning, catering, waste management and the patient environment quality standards in compliance with relevant legislation, policies and procedures. Share results with relevant Facilities Division departments and develop action plans for non-compliance and track progress as required.

11. Where appropriate discuss and propose changes to non-clinical working practices with nursing and facilities management.

12. Work co-operatively with colleagues as part of the ward team and where required perform additional duties (in accordance with grade) as and when directed by the ward clinical team thus enabling Nursing staff to undertake direct patient care.

13. Assist with the planning of ward based facilities programmes such as PEAT inspections, outbreak cleaning and the annual deep cleaning programme.

14. Identify areas where the patients’ experience could be enhanced and communicate ideas and suggestions to the ward matron and Facilities Service Manager.

15. Ensure a pro-active response to problem areas through effective communication in accordance with Trust policies and procedures. Report back to Facilities departments and other service providers as required in a structured manner.

16. Deliver good principles of customer care ensuring helpfulness, awareness and compassion to patients, carers, visitors, staff and colleagues

**Cleaning:**

1. To ensure general and specialist patient equipment is cleaned in accordance with National Specifications for Cleanliness in the NHS, 2007 and PAS 5748 Cleaning in Healthcare Facilities, 2011 documentation; the Trust Patient Equipment Cleaning Policy and agreed cleaning schedules. This will include the cleaning of patient equipment, e.g.. wash bowls, bedside oxygen and suction connectors, patient fans, bedside alcohol hand wash, glove and apron boxes and holders, clip boards and notice boards, notes and drugs trolleys, patient personal items including cards and suitcases / bags, linen trolley as per the required national specifications for cleaning. This duty will also be undertaken by Domestic Assistant staff and, where applicable, nursing staff.

2. To co-ordinate the timely cleaning of vacated bed spaces / side rooms as required and if there is no cleaning service available to under take cleaning as required.

3. Where appropriate, to ensure that following the discharge of a patient, the bed frame and mattress, bed area and locker are cleaned and the bed is re-made in preparation for incoming patients e.g. disinfecting wash bowls, soap and paper towels are replenished and general tidying of areas including the sluice.

4. 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.

5. 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.

6. 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.

7. Where necessary liaise with the Domestic Services management team to discuss work schedules and timings of cleaning duties within the ward area

8. 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 Matron.

**Catering:**

1. 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.

2. Where required encourage and assist patients to order food (on a daily menu card) taking into account any special dietary needs and medical requirements as determined by the nursing team.

3. Ensure that patients are physically able to reach their food and assist patients as necessary e.g. remove lids, packaging, polythene and cling film, cutting up food etc.

4. Offer assistance to patients before and after meals to clean their hands

5. Ensure that Nutritional Supplements have been ordered and issued out to patients as required by the appropriate staff.

6. To ensure patients whose fluid intake is not medically restricted have access to fresh water as directed by the nursing team.

7. Check that all temperature recording has been completed as required on a daily basis e.g. ward pantry refrigerator.

8. Where necessary liaise with the Patient Meal Services management team to discuss work schedules and timings of catering duties within the ward area

9. 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 Matron.

**Linen:**

1. Ensure that the management of linen at ward level complies with relevant policies and the Trust’s Linen Policy

2. Liaise with Linen Services to ensure required amount of linen is delivered to the ward on a daily basis

3. Communicate directly with new and existing ward staff regarding the handling of clean and soiled linen at ward level and ensure that appropriate systems of return are maintained for all linen items, in accordance with the Trust Linen Policy.

4. Ensure patient laundry is sent to the central laundering service in a timely manner and check upon its return

Waste Management:

1. 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

2. Ensure waste bins are of the correct size, correctly labelled and are sited in appropriate locations throughout the ward

3. Encourage recycling where possible in accordance with the Trust’s Waste Management Policy

4. 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 Matron.

**Maintaining the Environment:**

1. 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.

2. Check over bed lights on a weekly basis to ensure that bulbs are working and where appropriate report any faults to the Estates department.

3. To monitor the general ward environment and to co-ordinate necessary repairs and maintain records of defects reported to the Estates Department or other and the remedial action taken.

4. To co-ordinate the wards defect call log book, ensuring that all defects are logged, reported and recorded.

5. Ensure the safe storage of equipment in conjunction with the nursing team.

**Audit**

1. To be responsible for undertaking the following audits on a weekly basis (unless advised otherwise): Cleaning, Food service, Waste Management, Ward Environment

2. Document findings using authorised paperwork.

3. Submit audits to the Quality Assurance and Performance Coordinator on a weekly basis.

4. 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 Ward Matron or Facilities Service Manager.

5. 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
* Food Record Charts
* Fluid Charts
* Temperature Records
* Weekly Cleaning Records

**General:**

1. 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

2. To respect the privacy and dignity of patients whilst carrying out your duties.

3. To issue patient satisfaction surveys as required.

4. To attend and participate in meetings.

Working Practices and Relationships:

1. 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.

2. To maintain effective working relationships

3. To foster people’s equality, diversity and rights

4. 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. This includes the correct personal protective equipment when undertaking meal service and cleaning duties.

5. To display a formal Trust ID badge at all times whilst on duty and ensure other staff are displaying formal ID badges as appropriate.

6. To participate in personal development reviews (PDR’s) as required.

7. To contribute to personal development reviews (PDR’s) for Domestic Assistants and Catering Assistants as required

8. To undertake any mandatory training or other training required to maintain competency in the role.

9. To maintain complete confidentiality with regard to service information and patient issues. Ensure tact and diplomacy is maintained at all times.

10. Where appropriate to the grade, undertake such duties as deemed necessary as directed by the Nurse in Charge / Ward Sister / Matron in order to assist the ward team in ensuring that patients’ needs are met.

**6. The Trust – Purpose and Values:**

We are committed to serving our community by being a high quality specialist Hospital with consultant-led services. We aim to co-ordinate our services with primary and community care, and to develop a limited number as Sub-Regional Referral Centres with appropriate levels of research, development and educational involvement. Where appropriate, and consistent with our services, we may provide services aimed at preventing disease and debilitation.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

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.

The Trust is a non-smoking employer. Staff and Patients are therefore encouraged not to smoke. The Post holder will be expected to adhere to this policy.

General:

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

8. JOB DESCRIPTION AGREEMENT:

Jobholder’s Signature: …………........................................ Date: ………………….

Manager’s Signature: …………..............................…......... Date: ……………

**PERSON SPECIFICATION**

**POST: Ward Housekeeper**

**GRADE: Band 3**

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| --- | --- | --- | --- |
| **REQUIREMENTS** | **At Recruitment** | **At PDR** |  |
| **QUALIFICATIONS/SPECIAL TRAINING:**  NVQ level 3 or equivalent experience | **E** | **E** |  |
| Basic Health & Safety Certificate | **D** | **E** |  |
| Basic Food Hygiene\* | **D** | **E** |  |
| Willing to undertake training relevant to the post | **E** | **E** |  |
| \*If applicants do not currently hold these qualifications they must be willing to work towards achieving them once in post. |  |  |  |
| **KNOWLEDGE/SKILLS:** |  |  |  |
| Numerate & Literate  Basic knowledge of Microsoft programs & able to use a pc | **E**  **E** | **E**  **E** |  |
| Effective Communication Skills at all levels | **E** | **E** |  |
| Good interpersonal Skills | **E** | **E** |  |
| **EXPERIENCE:**  Previous experience in hospitality or a similar role e.g. housekeeping/catering | **E** | **E** |  |
| Previous Healthcare experience | **D** | **E** |  |
| Understanding & compassion for patients and their visitors | **E** | **E** |  |
| Previous Direct Customer Care Experience  Good understanding of confidentiality | **E**  **E** | **E**  **E** |  |
| **PERSONAL REQUIREMENTS:** |  |  |  |
| Able to carry out work to a schedule, with the direction of senior nursing staff, or other senior management, only where necessary  Able to demonstrate sound judgement regarding compliance with policies and procedures e.g. Health and Safety, CQC standards etc | **E**  **E** | **E**  **E** |  |
| Enthusiastic, approachable & motivated | **E** | **E** |  |
| Fit and healthy – standing for long periods of time, lots of walking, moving equipment etc | **E** | **E** |  |
| Reliable | **E** | **E** |  |
| Neat and tidy appearance with a good standard of personal hygiene | **E** | **E** |  |
| Ability to use own initiative and work with minimal supervision | **E** | **E** |  |
| Able to plan, organise and prioritise own work load and that of others | **E** | **E** |  |
| Good decision making & problem solving ability | **E** | **E** |  |
| Able to cope with distressing or emotional circumstances e.g. bereavement / illness | **E** | **E** |  |
| **OTHER REQUIREMENTS:** |  |  |  |
| Able to work as part of a multi-disciplinary team | **E** | **E** |  |
| Ability to be flexible e.g. break times, hours of work | **E** | **E** |  |
|  |  |  |  |
| **HAZARDS/RISKS:** |  |  |  |
| Understanding & conforming to COSHH regulations | **E** | **E** |  |
| Be willing to learn COSHH regulations\* | **E** | **E** |  |
| Handling & use of detergents, sanitizer’s and other cleaning agents | **E** | **E** |  |
| Handling & disposal of Clinical Waste | **E** | **E** |  |

* **E**ssential/**D**esirable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **HAZARDS: NOTE: *FAILURE TO COMPLETE THIS SECTION WILL DELAY THE INTERVIEW PROCESS*** | | | | | |
| Laboratory Specimens |  | Clinical contact with Patients | X | Dealing with violence & aggression of patients/relatives | X |
| Blood / Body Fluids | X | Dusty Environment |  | VDU Use (occasional) | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents | X | Driving |  | Noise (over 85 dB) |  |
| Respiratory Sensitisers | X | Food Handling | X | Working in isolation |  |
| Cytotoxic Drugs |  | Vibration or electrical work |  | Night Working |  |