

JOB DESCRIPTION

JOB DETAILS	
Job Title	Residential Accommodation Assistant
Reports to	Accommodation Manager
Band	Band 2
Department/Directorate	Estates and Facilities

JOB PURPOSE
<p>The post holder will work as an integral part of the Accommodation ensuring a high-quality service to all residents, including staff, patients and family members.</p> <p>The main elements of the role are ensuring the delivery cleaning of the accommodation lettings and residential block buildings of general environmental, including responsibility for the cleaning of all sanitary areas such as toilets, bathrooms and showers.</p> <p>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.</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.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The post holder will work as an integral part of the ward team ensuring a high-quality service to staff, patients and families.</p> <p>The main elements of the role are ensuring the delivery cleaning of the accommodation lettings and residential block buildings of general environmental, including responsibility for the cleaning of all sanitary areas such as toilets, bathrooms and showers.</p> <ul style="list-style-type: none"> • Removal of soiled linen and distribution of clean laundry to Accommodation flats (medical on-call rooms) • Full deep clean of rooms when residents vacate the accommodation • Daily cleaning of Communal areas in flats • Weekly cleaning of Accommodation Stairwells • Furniture removing as and when required • Cleaning maintenance of all carpets using shampooing machinery • Cleaning of Garages and bicycle sheds as and when required • Reporting repairs and faults promptly to the accommodation office, and to chase if not completed in one week • Removal and replacement of window curtains • 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 and dirt. • To clean and dry sanitary areas including WC's, wash hand basins, baths, showers, sinks and sluices (if present in work area)

KEY WORKING RELATIONSHIPS

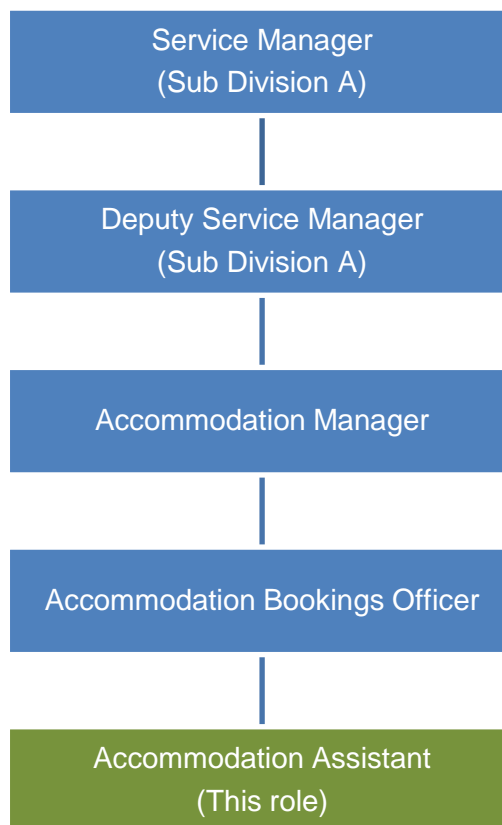
The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. The post holder will deal with the families of patients including those receiving Oncology patients.

There are no staff directly reporting to this role.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• Accommodation Manager• Accommodation Bookings Officer• Accommodation Assistant colleagues• Estates Department	<ul style="list-style-type: none">• Residents and Guests• Patients and family members

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.
- 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 cleaning duties, when required to do so.

COMMUNICATION/RELATIONSHIP SKILLS

- To provide and receive routine information.
- Appreciation and understanding of language and cultural differences.
- Communication with staff, patients, families and visitors.
- To attend and participate in staff communication cells.
- To maintain effective working relationships.
- To help co-ordinate daily cleaning requirements within the department.
- Liaise with Accommodation Bookings Officer regarding daily operational demands.

ANALYTICAL/JUDGEMENTAL SKILLS

- To report all faults with residential properties to the Accommodation Bookings Officer.

PLANNING/ORGANISATIONAL SKILLS

- To work on own initiative to complete tasks set out in daily schedules.

PATIENT/CLIENT CARE

- Post involves frequent contact with residents.
- Some contact with radiotherapy patients, staying while having treatment.
- To respect the privacy and dignity of residents and patients whilst carrying out duties and to engage with them, patient families and visitors in a friendly and professional manner.

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 Accommodation Bookings Officer and Accommodation Manager with the control and ordering of stock levels, stationary and equipment, receive deliveries, report on any excessive stock levels that are held or used, and report maintenance faults.
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HUMAN RESOURCES

- Maintain and update their own relevant training.
- The post-holder will provide guidance and training to new starters as and when requested to do so.
- Participate in their own appraisals.
- To foster people's equality, diversity and rights.

INFORMATION RESOURCES

- Records personally generated information, i.e. annual leave requests etc.
- Use of IT programmes relevant to self and the department, i.e. Health Roster, ESR and Learn+.

RESEARCH AND DEVELOPMENT

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

PHYSICAL SKILLS

- Ability to use cleaning equipment that will require manoeuvring (pushing and pulling) such as trolleys and vacuum cleaners.
- Frequent physical tasks, moving furniture, and linen supplies, to co-ordinate stock movements, working in varied environment, cleaning tasks, it also requires a long period of standing.
- Standard keyboard skills.

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 (residential blocks, communal areas, stairwells etc.).
- There is an occasional requirement to exert moderate physical effort for several short periods during a shift, up to 10kg, e.g. linen and small electrical items.
- Ability to survey multi-story buildings without lifts.

MENTAL EFFORT

- Frequent requirement for concentration where the work pattern is predictable with few competing demands for attention.

EMOTIONAL EFFORT

- There will be occasional indirect exposure to distressing or emotional circumstances, for example, providing accommodation due to safeguarding issues or for Oncology patients.

WORKING CONDITIONS

- Frequent exposure to unpleasant working conditions such as foul linen.
- Working in areas of accommodation for a substantial proportion of working day.

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 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	Residential Accommodation Assistant
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING 2 x GCSE's in English and Mathematics Willing to undertake training relevant to the post	E E	
KNOWLEDGE/SKILLS Numerate & Literate Good interpersonal Skills	E E	
EXPERIENCE Previous experience of cleaning Previous Healthcare experience Customer Care Experience	E E	D
PERSONAL ATTRIBUTES As an individual or part of a team, able to carry out work to a schedule but with the direction of the Accommodation Bookings Officer where necessary. Enthusiastic, approachable, motivated and reliable. Able to demonstrate working under own initiative.	E E E	
OTHER REQUIREMENTS Able to work as part of a multi-disciplinary team. Ability to demonstrate a flexible attitude to working.	E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
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				
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)	N				
Heavy manual handling (>10kg)	Y		X		
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	N				
Emotional Effort	Y	X			
Working in isolation	N				
Challenging behaviour	N				