



Northern Devon Healthcare

NHS Trust

JOB DESCRIPTION

Job Title: Hotel Services Assistant

Band: 2

Responsible To: Hotel Services Coordinator

Accountable To: Assistant Area Facilities Manager/Facilities Manager

Section/Department/Directorate: Facilities

Job Purpose:

To work as part of the Hotel Services Team to carry out a range of duties associated with the provision of professional cleaning, catering and patient support activities. At all times the position demands the respect for patient privacy, dignity and confidentiality.

Context:

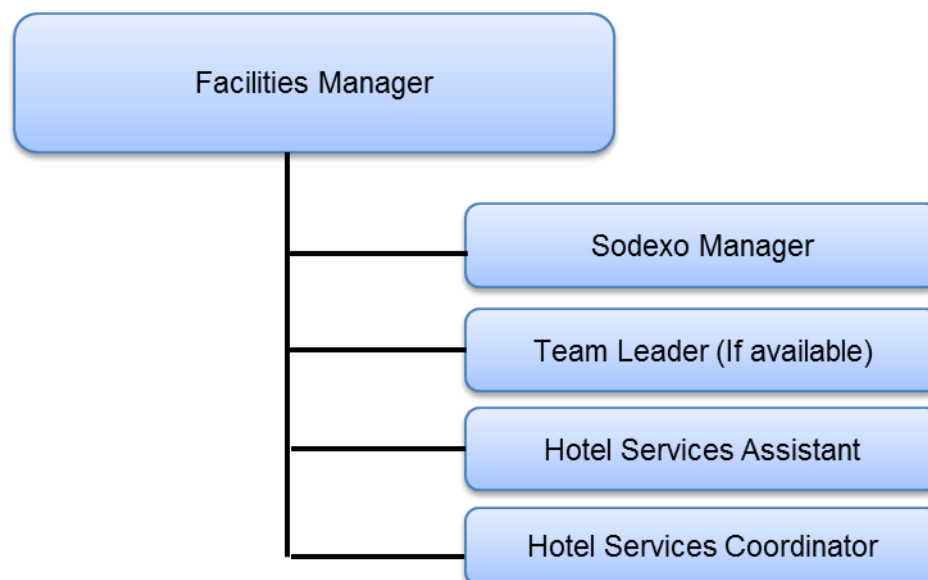
- To carry out cleaning duties at prescribed times and in compliance with specific ward/department policies and procedures.
- To carry out catering duties at prescribed times and in accordance with ward/department/Trust policies and procedures.
- The Hotel Services Assistant will be based at community sites.
- The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.
- To work at other in-patient sites as required covering annual leave and sickness.
- To carry out fire alarm testing/handyman duties as directed by the Estates Department.
- To stock stores and linen as required.

Key Working Relationships:

- Ward/Department staff and patients (if appropriate), Hotel Services Assistants, Team Leaders, Coordinators and other Facilities staff and colleagues in the Trust.
- 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.

Organisational Chart:



Key Result Areas/Principal Duties and Responsibilities

Communication and Relationship Skills

- Maintain good working relations with colleagues (work as a team).
- 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 his/her 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.
- Cooperate with the management team within the Trust to implement change for the improvement of the service (cleaning of a bed space may take priority if patient admission is required).
- 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).
- To be able to communicate and have good customer care skills.

Knowledge, Training and Experience

- To follow guidance and training. (GREAT training is provided which is specific to the Hotel Services role.)
- To act within a remit of knowledge and always seek advice if unsure about any activity.
- Work within agreed task schedules to ensure correct segregation of cleaning and catering activities.
- To comply with cleaning and infection control colour coding at all times.
- To ensure that all equipment and materials are used and stored safely in compliance with COSHH regulations and Health and Safety requirements, ensuring use of warning signs in relation to

carrying out duties (especially wet floor signs).

- Follow Trust security procedures in relation to the security of keys and access codes as you go about your duties. Ensure windows and doors to an area are closed/locked as appropriate after you have completed your work.
- To observe health and safety, food hygiene legislation and hospital Trust policies and procedures at all times, reporting any faults, defects, pest infections or operational issues to the relevant persons.

Analytical and Judgement Skills

- Use and care of approved cleaning materials and equipment at all times, in accordance with the operator instructions (microfibre cleaning cloths).
- Restocking of all products using stock rotation (dates on breakfast cereals).
- HACCP checks, temperature probing and recording prior to meal service.
- Make judgements and assess problems e.g. on outbreak cleaning, equipment breakages and patient meal issues, i.e.
 - To ensure patients receive the relevant meal according to their dietary requirements.
 - As required thicken patient drinks as instructed by clinical staff in line with dysphasia diets.

Planning and Organisational Skills

Food Service Duties

- 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. (Hovering 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.

Cleaning Service Duties

- Carry out cleaning duties at the prescribed times and in compliance with the specific ward/department policies and procedures at all times.
- Collect refuse bags, place at disposal point and reline bins (as per Trust policies and procedures).
- To ensure any cleaning rectification is undertaken promptly and thoroughly within the agreed

timescale and standard.

- Specific cleaning tasks include, but may not be limited to, all of the following:
 - Vacuuming and mopping of floors
 - Cleaning of furniture and fittings including beds, lockers and chairs etc.
 - Cleaning of bathrooms, toilets and sluices
 - High and low level cleaning of ledges, window sills and curtain rails etc.
 - Replenishing of soap, hand towels, toilet paper and other consumables
 - Cleaning of glass partitions and mirrors
 - Mechanical maintenance of floors including scrubbing, buffing and carpet cleaning at agreed frequencies
 - Mop laundering
 - Steam cleaning, taking care not to set off the smoke alarm detectors
 - Changing of window and cubicle curtains as per the Trust procedures.
 - Organising own day to day activities in delivering a cleaning service to wards and departments as set out in the ward and department cleaning schedules.
 - Undertake additional cleaning duties that fall outside the scope of the cleaning schedules as directed by the Coordinator/Ward Manager.
- Other duties associated with this role may include: (these activities may be shift/site specific).
 - To collect and deliver mail
 - Duties associated with the cleanliness of the exterior area eg bins and car park roads
 - To assist with the removal of bodies from wards, completing mortuary records, cleaning of mortuary and trolleys. (Tiverton only)
 - 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.

Physical Skills

- Required, following training, to operate and move equipment within own work area. (Some lifting and stretching, and high and low level work is required).
- Use of tools and equipment to carry out relevant duties.
- Occasional keyboard use for training and rosters.

Responsibility for Patient and Client Care

- Provide a food delivery and cleaning service for patients.
- Distribute menu cards to patients. Following counter signature by nursing staff ensure the patient receives the food choice as marked on the menu card. Any discrepancies raise with the nursing team.
- Needs to have effective communication and customer care skills.
- High standards of personal hygiene. Staff are responsible for laundering their own uniform.
- To comply with any specific infection control or management instruction in respect of specific cleaning needs including terminal and infection cleans.
- Serve, at ward level, a hygienic and timely breakfast, lunch and evening meal to all patients.
- Seek nursing/department intervention if in doubt.

Responsibility for Policy and Service Development

- The post holder is required to familiarise and comply with all relevant Trust policies and procedures.
- Employees must participate in the required training and attend and participate in departmental or

other meetings as required. (Star, GREAT, team meetings)

Health and Safety

- Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way thing managers must make sure their employees work in a safe environments and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate incident/accident report forms.

Responsibility for Financial and Physical Resources

- Safe use of equipment and materials for own work area.
- Monitor stock levels for food and cleaning materials.

Responsibility for Human Resources

- Work as part of a team and assist in new starter inductions in a 'buddy' role.

Responsibility for Information Resources

- To record some information eg to confirm flushing of taps in 'unused' areas of the Trust has been carried out.
- Food temperature recording (as instructed).
- Fridge and freezer temperature recordings (as instructed).
- Record and collate Fire Alarm testing results.
- Completion of administration/records as required by Facilities or departmental instructions.

Responsibility for Research and Development

- May be asked to participate in a trial of new products eg handtowels or participate in Trust staff surveys.
- To carry out fire alarm testing once a week.

Decision Making

- The post holder is guided by standard operating procedures. Tasks are of a repetitive nature on a daily/weekly basis. Supervision is close by in the shape of the Hotel Services departmental structure, the Ward Nursing Team or Departmental Teams. Sometimes post holders work alone but this tends to be out of hours work in office areas and there is an on call management team available if there is a problem.

Physical Effort

- Daily requirement to use moderate effort for several short periods.
- Required following training to operate and move equipment within own work area. Some lifting, bending and stretching for high and low level work is required (eg. 'pulling' ward bays for deep cleaning). Lifting waste, stacking linen, stores. (6-15 kilos).
- Ability to use hand tools.

Mental Effort

- Concentration to ensure cleaning tasks completed thoroughly including handling of stock.
- General requirement for concentration (sensory care and attention) for reading patient food choices off menus countersigned by nursing staff in order to provide the patients with food. Provide beverages chosen by patients. Work pattern is predictable.
- Adaptability to change

Emotional Effort

- Lone working where required eg out of hours office cleaning
- Working to tight timescales to ensure service delivery
- Working around patients who are very poorly and also knowledge of the recent deaths of patients.

Working Conditions

- Frequent exposure to high temperatures and cleaning agents
- Unpleasant working conditions such as cleaning toilets and exposure to body fluids
- Occasional exposure to verbal aggression

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.
- We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.
- 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 whom 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 operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.
- All employees must demonstrate a positive attitude to The Trust's equality policies and Equality Scheme.

Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

- If the postholder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Disability Discrimination Act.

STAFF HEALTH AND WELLBEING

You must take responsibility for your workplace health and wellbeing:

- Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
- 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.

If you are a line manager, in addition to the above, it is expected you will:

- Champion health and wellbeing.
- Encourage and support staff engagement in delivery of the service.
- Encourage staff to comment on development and delivery of the service.
- Ensure during 1:1's / supervision with employees you always check how they are.

HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

INFECTION CONTROL – ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are

involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Attending mandatory and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

CONFIDENTIALITY

You may not process or disclose any information of a confidential or personal nature relating to the employer or in respect of which the employer has a duty of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles and practice of safeguarding applies to adults, in line with The Care Act 2014, in relation to the worker's role, which will include recognising the types and signs of abuse and neglect.

The worker's line manager should be made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within Northern Devon Healthcare Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of adults, at risk of abuse / neglect, and children and young people ensuring that they are protected from harm.

Northern Devon Healthcare Trust ensures that the Trusts Safeguarding Children Policy, Child Protection and Safeguarding Adult policies and procedures are promoted within the Trust and

adhered to by all members of staff.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:.....

Date:.....

Manager's Signature:.....

Date:.....

PERSON SPECIFICATION**POST:** Hotel Services Assistant

REQUIREMENTS	E/ D*	HOW TESTED? Application Form/Interview/Reference/Test	INTERVIEW COMMENTS	SCORE (1 Low – 10 High)
<u>QUALIFICATIONS/SPECIAL TRAINING :</u> <ul style="list-style-type: none"> • Good general education • Basic food handling hygiene certificate • NVQ Level 1/2 (cleaning and support services or equivalent experience) 	E D E	Application Application Application		
<u>KNOWLEDGE/SKILLS</u> <ul style="list-style-type: none"> • To follow guidance and training provided • Ability to follow instruction • Knowledge of Allergies • Requirements of following good hygiene practices to ensure safe food • Take into account individual patient needs in consultation with nursing staff • Managing stock effectively eg dated products • Safe handling of cleaning agents – COSHH • Good communication and organisational skills • Ability to use cleaning tools and assemble/dismantle cleaning and catering equipment • Sound back and generally fit and healthy to bend, stretch and lift items and push/move equipment and furniture. • General domestic and catering/cleaning procedures • Safe manual handling techniques • Understanding of Infection Control • Using email and the internet for training purposes • Basic literacy skills • Ability to use IT skills 	E E E E E E E E E E D D D E E	Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference Application/Interview /Reference		
<u>EXPERIENCE:</u>				

<ul style="list-style-type: none"> • Previous 'Hotel Services' experience in catering/cleaning • Working with people in a care setting 	D	Application/Interview /Reference		
	D	Application/Interview /Reference		
<ul style="list-style-type: none"> • Customer service background • Evidence can communicate well • Evidence of working as part of a team • Adaptability to change • Physical Abilities • Ability to use cleaning tools and assemble/dismantle cleaning and catering equipment • Sound back and generally fit and healthy to bend, stretch and lift items and push/move equipment and furniture • Ability to comply with service requirements 	D	Application/Interview /Reference		
	E	Application/Interview /Reference		
	D	Application/Interview /Reference		
	E	Application/Interview /Reference		
	E	Application/Interview /Reference		
	E	Application/Interview /Reference		
	E	Application/Interview /Reference		
	E	Application/Interview /Reference		
PERSONAL REQUIREMENTS:				
<ul style="list-style-type: none"> • Good communication skills and in some cases the personality to work in a ward environment • Must conduct themselves in a professional manner at all times • To be able to demonstrate an awareness and responsibility whilst recognising the impact exposure to distressing circumstances have on care and compassion • Able to work independently and have the ability to prioritise work/adapt to change. • Good sense of humour/friendly, happy personality reliable and trustworthy • Reliable and trustworthy • Able to work as a team member • High standards of personal hygiene • 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	Interview/Reference		
	E	Interview/Reference		
	E			
	E	Interview/Reference		
	D	Interview/Reference		
	E			
	E	Interview/Reference		
	E	Interview/Reference		
	E	Interview/Reference		
OTHER REQUIREMENTS:				

<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 travel to other locations as required Ability to deal with clinical waste, smells and bodily excretions and fluids (clinical environment) 	E	Interview		
	D	Interview		
	E	Interview		
<ul style="list-style-type: none"> In some cases ability to work around patients who are very poorly and also cope with the knowledge of the recent death of patients CRB clearance Smart appearance and adherence to the uniform policy and good personal hygiene Health and safety awareness to self and others 	E	Interview		
	E	Interview		
	E	Interview		
	E	Interview		

*Essential/Desirable

HAZARDS :					
Laboratory Specimens Proteinacious Dusts		Clinical contact with patients		Performing Exposure Prone Invasive Procedures	
Blood/Body Fluids		Dusty Environment	✓	VDU Use	
Radiation		Challenging Behaviour (occasional verbal aggression)	✓	Manual Handling	✓
Solvents		Driving		Noise	
Respiratory Sensitisers		Food Handling	✓		
Cytotoxic drugs		Night working			