

JOB DESCRIPTION

JOB DETAILS	
Job Title	Facilities Services Assistant
Reports to	Facilities Services Supervisor (Community)
Band	2 (subject to consistency checking)
Department/Directorate	Estates and Facilities Management

JOB PURPOSE
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. 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. The post holder is expected to comply with Trust Infection Control Policies and work in such a manner as to minimise the risk of healthcare associated infection.

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, and daily and weekly cleaning of patient equipment.

- Complete 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.
- 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.
- Terminally clean bed spaces & side rooms as required.
- Ensure that alcohol gel dispensers, hand soap, paper towels, toilet paper, and, where required, aprons and gloves are replenished as needed to maintain high standards of hand hygiene, infection prevention, and control, thereby reducing the risk of cross-infection between patients.
- 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.
- 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.
- Clean and dry sanitary areas including WC's, wash hand basins, baths, showers, sinks and sluices (if present in work area).

Other duties associated with this role may include;

- Collect and deliver mail
- Complete duties associated with the cleanliness of the exterior area eg bins and car park roads
- Deliver/replenish gas cylinders as required.
- Distribute 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.

- Refer complaints to the Supervisor/nurse in charge.

Patient Meal Service (Only applicable at in-patient sites)

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

- Carry out all routine cleaning duties at prescribed times and in compliance with specific ward/department policies and procedures at all times.
- Distribute and collect menu cards.
- Loading of regeneration trolleys and selection of correct heating cycle.
- Ensure patients receive the meals they have ordered, as approved by nursing staff, and to prepare and serve breakfast, lunch, evening meals, beverages, and snacks throughout the day in accordance with patient choice and dietary requirements. Place frozen meals in regeneration trolley and heat in accordance with procedures and guidance. Delivering and collection of meal trolleys
- Undertake and accurately record Hazard Analysis and Critical Control Points (HACCP) food safety checks, including monitoring and recording refrigerator and freezer temperatures, ensuring compliance with food safety legislation, organisational policies, and infection prevention standards.

KEY WORKING RELATIONSHIPS

No. of Staff reporting to this role: 0

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. This will include verbal, written and electronic media. Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Facilities Management teams • Facilities Service Assistant colleagues, Team Leaders, Supervisors • Ward/Department staff • Assistant Community Facilities Manager and Community Facilities Manager • Nursing Staff/Clinical Teams • Patients and Visitors	• Patients and Visitors •

ORGANISATIONAL CHART



FREEDOM TO ACT

- Use own judgement to prioritise routine tasks and adapt to predictable changes in workload.
- Carry out routine duties with a degree of independence and minimal supervision
- 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.
- Work within clearly defined procedures at all times, to ensure policies and departmental guidelines are upheld.

COMMUNICATION/RELATIONSHIP SKILLS

- Provide and receive routine information orally, in writing, and using computer-based systems
- Provide advice instruction or training to new starters demonstrating cleaning tasks.
- Communicate with patients, nursing staff, and colleagues regarding meal choices, dietary requirements, and food service arrangements.
- Attend and participate in staff team meetings.
- 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).
- Maintain the confidentiality of patient information in accordance with NHS policies, ensuring that any personal, clinical, or dietary information seen or heard during the course of duties is kept confidential and only shared with authorised personnel where appropriate

ANALYTICAL/JUDGEMENTAL SKILLS

- Use and care for approved cleaning materials and equipment in accordance with manufacturers' operating instructions, using judgement to select the appropriate cleaning methods, materials, and equipment for different tasks and environments. Full training is provided as part of the induction.
- Report any faults or defects identified in cleaning equipment, machinery, or the fabric of the building to the Supervisor promptly, in line with departmental procedures.

PLANNING/ORGANISATIONAL SKILLS

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

PATIENT/CLIENT CARE

- Have direct patient contact when providing the patient meal service and whilst providing a cleaning service to the wards, including patient bed spaces. (Only applicable at in-patient sites)
- 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.
- Show understanding and compassion for patients and their visitors on a daily basis.

POLICY/SERVICE DEVELOPMENT

- Follow departmental and trust wide policies, and on occasion may be required to comment on these.

FINANCIAL/PHYSICAL RESOURCES

- 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.
- Responsible for ordering stock within own department and replenishing stock.
- Responsible for the safe and appropriate use, care, and storage of cleaning equipment and materials in accordance with manufacturers' instructions and departmental procedures.

HUMAN RESOURCES
- Explains and demonstrates own duties to new starters, including safe working practices, and the correct use of equipment, as requested. - Participate in performance review.
INFORMATION RESOURCES
- Records personally generated information - Complete food hygiene checklists.
RESEARCH AND DEVELOPMENT
- Undertakes surveys and audits when necessary to own work. - Participate in patient satisfaction surveys as required.
PHYSICAL SKILLS
- Operate cleaning equipment and carry out daily cleaning. - Standard keyboard skills
PHYSICAL EFFORT
- Frequent requirement for light physical effort for 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.) - Frequent use of cleaning equipment that will require manoeuvring (pushing and pulling) such as trolleys and vacuum cleaners daily for short periods of time.
MENTAL EFFORT
- Frequent periods of concentration are required throughout each shift to ensure cleaning and catering tasks are completed safely and to the required standards. This includes following cleaning schedules, adhering to colour-coded cleaning systems, preparing and serving food in accordance with food hygiene procedures, checking cleaning products and food items are used correctly, maintaining infection prevention and control standards, and working safely around patients, visitors and staff while avoiding hazards such as spillages and obstacles. - Concentration is required when using cleaning equipment, handling waste.
EMOTIONAL EFFORT
Rare 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. - Occasional exposure to the working conditions of a kitchen area e.g. hot, humid, noisy. - Occasional use of VDU
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 (DSE) 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	Facilities Services Assistant
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• English and Mathematics GCSEs or equivalent qualification or equivalent relevant experience.	E	
• NVQ Level 1 or 2 in cleaning and support services or equivalent		D
• Willing to undertake training relevant to the post to include Level 2 food hygiene training.	E	
KNOWLEDGE/SKILLS		
• Good communication and organisational skills	E	
• Knowledge of general cleaning procedures		D
• Knowledge of catering procedures including food preparation, cooking and safety (Only applicable at in-patient sites)		D
• Computer skills (for using emails and undertaking training)	E	
• Knowledge of safe handling of cleaning agents (COSHH)		D
• Ability to use cleaning tools and assemble/dismantle cleaning equipment		D
EXPERIENCE		
• Previous experience of cleaning		D
• Previous healthcare experience		D
• Previous customer service background		D
PERSONAL ATTRIBUTES		
• Be able to conduct themselves in a professional manner at all times	E	
• Able to work independently and as part of a team with the ability to prioritise work and adapt to schedule changes at short notice	E	
• Enthusiastic, approachable, motivated and reliable	E	
• Ability to follow instruction and internal processes	E	
OTHER REQUIREMENTS		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
• Ability to work shift patterns including weekends	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				
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	N				
Food handling	Y				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	N				