

Facilities Support Services

The Facilities Bank employs temporary members who wish to have more flexibility and control over their working hours. The Facilities Bank may suit people who cannot commit to a regular pattern of working from one week to the next or those who find it difficult to find posts with the hours and times to suit them.

It is also a great place to experience the majority of departments in Facilities before potentially applying for a substantive contract.

Bank worker opportunities have arisen in the busy departments of Facilities, and as a result we are looking for hard working, reliable and conscientious people who work well as part of a team. You must be highly motivated and have excellent communication skills.

Working for the Facilities Bank is not employed contracted work, but you do need to be registered to work for our service. There is no guarantee of work on the Facilities Bank, and it will depend on your availability and the Facilities Bank work flow.

We have teams in the following departments:

Domestic Services, Catering Retail, Patient Meal Services, Porterage, Security, Non-patient Transport (Courier and HGV), Linen Services, Logistics, Post Services, Waste Management, Accommodation Assistants and more!

You will carry out a wide range of support services duties, including both patient contact and non-patient duties.

The work is varied and interesting, it demands initiative and awareness. Good communication skills, the ability to work as part of a team plus a flexible approach to working hours, which may include Nights, Weekends and Bank Holidays which are all essential in order to meet the needs of the departments. Full training will be given.

Scroll down for Job Descriptions...

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

Job Details	
Job Title	Accommodation Assistant
Reports to	Residential Accommodation Manager
Band	2
Department/Directorate	Accommodation Department / Facilities Management

JOB PURPOSE	
<p>The post holder will work as an integral part of the Accommodation team ensuring a high quality service to visitors and staff.</p> <p>The main elements of the role are ensuring the delivery of general environmental cleaning on the communal areas including responsibility for the cleaning of all sanitary areas such as toilets, bathrooms, showers and sluice rooms.</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 WORKING RELATIONSHIPS	
<ul style="list-style-type: none"> • Residents, visitors, guests, radiotherapy patients • Accommodation Quality Control Supervisor • Accommodation Manager • Fellow Accommodation Assistants • Estates Department Engineers • Estates Department, Contractor workers • Facilities Service Manager 	

JOB DESCRIPTION

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

COMMUNICATION/RELATIONSHIP SKILLS

- To attend and participate in Accommodation Meetings and Staff Comm Cells.
- To maintain effective communication with patients, clients, carers and visitors, showing compassion and understanding when required; some that may have communication or behavioural problems.
- Maintain a working relationship with colleagues.

ANALYTICAL/JUDGEMENTAL SKILLS

- To report faults on machinery to Residential Accommodation Quality Control Supervisor and damage, faults etc. to the fabric of the building.

PLANNING/ORGANISATIONAL SKILLS

- The daily cleaning of circulation areas and sanitary areas.
- To change room and window curtains as required and to liaise with the Domestic Supervisor 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.
- To replenish hand towels, toilet paper and hand soap supplies as required in order to maintain high standards of infection control.

PHYSICAL SKILLS

- Operate cleaning equipment and carry out daily cleaning.
- 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.
- 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, dirt and grit.

- To clean and dry sanitary areas including WC's, wash hand basins, baths, showers, sinks and sluices.

PATIENT/CLIENT CARE

- To 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.
- To show understanding and compassion for patients and their visitors on a daily basis.
- To maintain complete confidentiality with regard to patient issues.
- Where appropriate to the grade, undertake such duties as deemed necessary as directed by the Residential Accommodation Quality Control Supervisor in ensuring that Residents, Guest, Radiotherapy patients, Visitors' needs are met.
- To refer complaints to the Residential Accommodation Manager.

POLICY/SERVICE DEVELOPMENT

- To follow the Trust's Cleaning Policy at all times.
- To have knowledge of, adhere to and carry out all COSHH policies and associated Standard Operating Procedures.
- To observe the Trust's infection Control Policy at all times and to adhere to associated standard operating procedures, including hand washing, barrier / terminal cleans and colour coding of cloths, mops and buckets.

FINANCIAL/PHYSICAL RESOURCES

- To assist the Department Manager with the control of consumable stock levels and to report any excessive stock levels.
- Removal and replacement of non-valuable containing locker bags.
- Post holder is responsible for ordering stock within own department and replenishing stock.

HUMAN RESOURCES

- The post-holder will provide guidance to new starters as and when requested to do so.
- 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 terminal cleaning duties.
- To foster people's equality, diversity and rights.
- To display a formal Trust ID badge at all times whilst on duty.

INFORMATION RESOURCES

- To comply with departmental clocking in and out procedures.

RESEARCH AND DEVELOPMENT

- To participate in audits and surveys as required, e.g. cleaning audits, staff surveys.

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.
- Supervisor is always available for advice.
- Work carried out may be checked.

OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
- 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
- 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.

APPLICABLE TO MANAGERS ONLY

Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.

Proportion of line managers whose job descriptions include supporting employee health and wellbeing.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

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.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

GENERAL

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POST	Accommodation Assistant
BAND	2

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
<ul style="list-style-type: none"> • Good general education, to include 2 x GCSE's in English and Mathematics Grade A-D or equivalent qualification. • Basic Health & Safety Awareness • Basic Food Safety Awareness, including dietary requirements due to allergens and intolerances. • Willing to undertake training relevant to the post 	E D D E	E E E E
KNOWLEDGE/SKILLS		
Numerate & Literate Good interpersonal Skills	E E	E E
EXPERIENCE		
Previous experience of cleaning Previous Healthcare experience Customer Care Experience	D D D	E E E
PERSONAL ATTRIBUTES		
Able to carry out work to a schedule but with the direction of nursing staff where necessary Enthusiastic, approachable & motivated Reliable Able to demonstrate working under own initiative. Able to cope with bereavement / illness	E E E E	E E E E
OTHER REQUIRMENTS		
Able to work as part of a multi-disciplinary team Ability to be flexible e.g. break times, hours of work	E E	E E

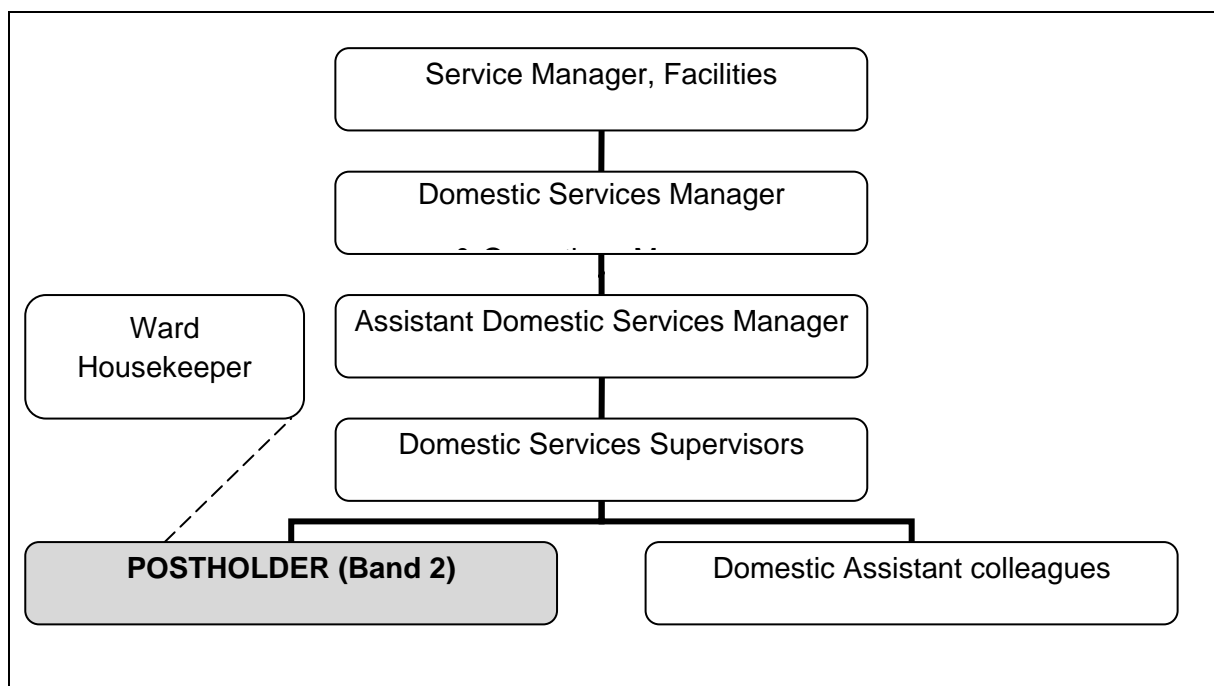
WORKING CONDITIONS/HAZARDS		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	Y				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	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)	N				
Heavy manual handling (>10kg)	Y				
Driving	N				
Food handling	Y				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	N				

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JOB DESCRIPTION

Job Details	
Job Title	Domestic Assistant
Reports to	Domestic Services Manager
Band	2
Department/Directorate	Domestic Services / Facilities Management

JOB PURPOSE	
<p>The post holder will work as an integral part of the ward team ensuring a high quality service to patients.</p> <p>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. Daily and weekly cleaning of patient equipment.</p> <p>The service of breakfast to patients (food & beverages).</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 WORKING RELATIONSHIPS	
<ul style="list-style-type: none"> • Ward Housekeeper • Ward Matron • Domestic Managers/ Supervisors/Quality Assurance team • Fellow Domestic Assistants • Catering Assistants (wards) • Ward Sister/Charge Nurse • Multi-disciplinary ward team • Patients • Facilities Service Manager 	
ORGANISATIONAL CHART	
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KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

COMMUNICATION/RELATIONSHIP SKILLS

- To attend and participate in ward meetings and staff Comm cells.
- To maintain effective working relationships.

ANALYTICAL/JUDGEMENTAL SKILLS

- To report faults on machinery to Domestic Services and the Ward Housekeeper and damage, faults etc. to the fabric of the building to Ward Housekeeper or Ward Matron.
- Carry out breakfast food service whilst observing best practice guidelines and operating procedures relating to specific dietary requirements due to allergens, intolerances or cultural and religious beliefs.

PLANNING/ORGANISATIONAL SKILLS

- 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.
- To ensure cleaning is carried out in accordance with National Specification for Cleanliness In The NHS (2007) PAS 5748 Cleanliness in Healthcare Facilities, the Trust Cleaning Policy, Patient Equipment Cleaning Policy and the agreed cleaning schedule.
- To terminally clean bed spaces & side rooms as required.
- To change ward bay and window curtains as required and to liaise with the Domestic Supervisor 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.
- To replenish hand towels, toilet paper and hand soap supplies as required in order to maintain high standards of infection control.
- Distribution of breakfast from bulk trolley including preparation of toast, cereal and beverages.

- To prepare hot and cold beverages for the breakfast service including the use of appropriate trolley/equipment and ensuring that all beverages are served at the correct temperature according to food hygiene regulations.

PHYSICAL SKILLS

- Operate cleaning equipment and carry out daily cleaning.
- 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.
- 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, dirt and grit.
- To clean and dry sanitary areas including WC's, wash hand basins, baths, showers, sinks and sluices.

PATIENT/CLIENT CARE

- To 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.
- To show understanding and compassion for patients and their visitors on a daily basis.
- To maintain complete confidentiality with regard to patient issues.
- Where appropriate to the grade, undertake such duties as deemed necessary as directed by the Ward Housekeeper, Nurse in Charge or Ward Matron in order to assist the ward team in ensuring that patients' needs are met.
- To refer complaints to the nurse in charge.

POLICY/SERVICE DEVELOPMENT

- To have knowledge of, adhere to and carry out all COSHH policies and associated standard operating procedures.

FINANCIAL/PHYSICAL RESOURCES

- To assist the Department Manager 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.
- Post holder is responsible for ordering stock within own department and replenishing stock.

HUMAN RESOURCES

- The post-holder will provide guidance to new starters as and when requested to do so.
- To participate in performance review (jointly between Domestic Services and the Ward Housekeeper). To undertake any mandatory training or other training required to maintain competency in the role.
- To foster people's equality, diversity and rights

INFORMATION RESOURCES

- To observe the Trusts infection Control Policy at all times and to adhere to associated standard operating procedures.
- To comply with departmental clocking in and out procedures.

RESEARCH AND DEVELOPMENT

- To participate in patient satisfaction surveys as required.

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. Someone will be available for reference and on occasions work carried out might be checked.
- 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 terminal cleaning duties.

OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
- 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
- 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.

APPLICABLE TO MANAGERS ONLY

Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.

Proportion of line managers whose job descriptions include supporting employee health and wellbeing.

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.

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We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome

applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

GENERAL

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POST	Domestic Assistant
BAND	2

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good general education, to include 2 x GCSE's in English and Mathematics Grade A-D or equivalent qualification.	E	E
Basic Health & Safety Awareness	D	E
Basic Food Safety Awareness, including dietary requirements due to allergens and intolerances.	E	E
Willing to undertake training relevant to the post	E	E
KNOWLEDGE/SKILLS		
Numerate & Literate	E	E
Good interpersonal Skills	E	E
EXPERIENCE		
Previous experience of cleaning	D	E
Previous Healthcare experience	D	E
Customer Care Experience	D	E
PERSONAL ATTRIBUTES		
Able to carry out work to a schedule but with the direction of nursing staff where necessary	E	E
Enthusiastic, approachable & motivated	E	E
Reliable	E	E
Able to demonstrate working under own initiative.	E	E
Able to cope with bereavement / illness	E	E
OTHER REQUIRMENTS		
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

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				
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)	Y				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	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)	N				
Heavy manual handling (>10kg)	Y				
Driving	N				
Food handling	Y				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	N				

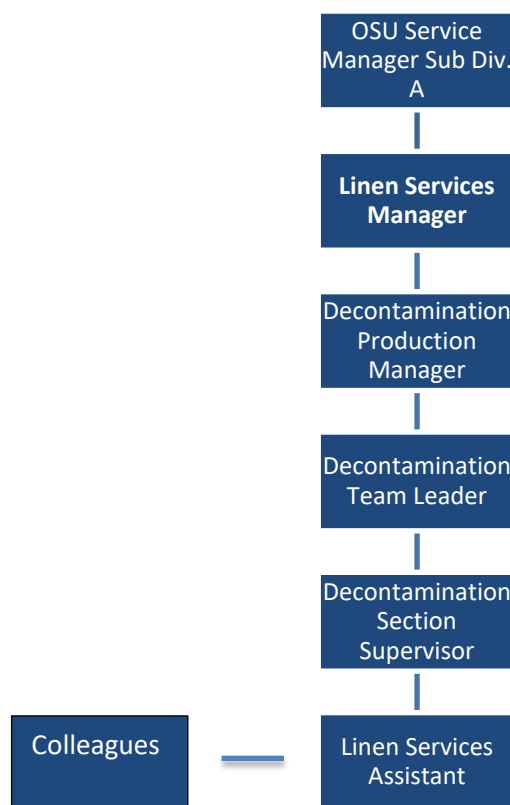
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JOB DESCRIPTION

Job Details	
Job Title	Linen Services Assistant
Reports to	Linen Decontamination Production Manager
Band	2
Department/Directorate	Linen Services - Facilities

JOB PURPOSE	
<ul style="list-style-type: none"> To work as part of a team providing an efficient, effective and high quality standard of decontaminated textiles in line with Department of Health and Decontamination Standards, HTM 01-04 and BS:EN:14065 Provide excellent customer care To communicate effectively with a multidisciplinary team using initiative, tact and diplomacy. To manage and prioritise workload on a daily basis meeting changing demands. 	
KEY WORKING RELATIONSHIPS	
<ul style="list-style-type: none"> Linen Services Manager Decontamination Production Managers Decontamination Team Leader Decontamination Section Supervisors Other Linen Services Assistants The Linen Decontamination Unit (LDU) The Internal Linen Distribution Team The Inpatients clothing decontamination unit The Clinical Uniform Issues and Repair Service The Dry Cleaning Unit 	

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

COMMUNICATION/RELATIONSHIP SKILLS

- To actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Communicate effectively including discussion and written communication
- Participate in team meetings as required

ANALYTICAL/JUDGEMENTAL SKILLS

- The post holder will need to use problem solving skills, including identifying and reporting when receiving, grading and classifying used linen and stock issues in line with departmental standard operating procedures and healthcare decontamination standards.

PLANNING/ORGANISATIONAL SKILLS

- The post holder will be required to manage and organise own workload.
- Carry out clean linen distribution duties, when required, as advised by the Decontamination Production Manager. Under direction of the Linen Room Supervisor, receive and unpack clean linen from the LDU, carrying out quality checks. Check and top up ward/department linen cupboards daily, as per daily routes, recording the amount of items both in stock and delivered. Pack linen trolleys to set quotas. Take linen requests/queries by telephone and deal with any issues as required. Sort and deliver clean staff uniforms back to the ward or department identified, maintaining records. Carry out any other duty as requested by the Linen

Room Supervisor.

- Carry out inpatient clothing laundering duties when required, as advised by the Decontamination Production Manager. Collect and deliver soiled and clean items from wards/departments within the RD&E Wonford hospital. Launder any specialist items from wards/departments. Operate laundering equipment as per departmental guidelines, ensuring that decontamination and health & safety regulations are maintained. Maintain security of patient clothing/property in the launderette and keep records. Maintain daily/weekly production figures, passing them to the administration staff weekly. Maintain adequate stock of laundering sundries and advise LDU Decontamination Supervisors when re-stocks are required.
- Process linen items as directed by Supervisors, Team Leaders and Managers to the departmental standard operating procedures and working processes, identified to meet and maintain Health Technical Memorandum HTM 01-04 guidelines, BS:EN: 14065 decontamination standard and Departmental Quality Standards.
- Ensure that all equipment used for transporting clean, decontaminated linen is cleaned and visually inspected prior to use, as per departmental standard operating procedures.
- Meet and sustain departmental and operational production targets on all decontamination finishing equipment and operational hand finishing areas, enabling the LDU to meet contractual obligations and its operational service requirements.
- Carry out quality inspection on all finished linen removing items which are damaged or clinically stained, before presenting them correctly for packing and distribution, as per departmental standard operating procedures.

PHYSICAL SKILLS

- Carry out multiple manual handling tasks, frequently throughout the shift, on a daily basis, including pushing, pulling, lifting, moving, walking, standing for long periods and extremely repetitive motions.
- Accurately present linen items onto finishing equipment, for prolonged periods throughout the daily working shift, in a repetitive manner, at a frequency to meet required hourly targets.
- Frequent use of roll cages, trollies and other handling aids, in a safe manner, to transport supplies, unfinished and finished textiles to all departmental areas, and to wards and departments within the RD&E Hospital, throughout the shift on a daily basis.
- Manually fold textiles to customer specifications and quality standards, for prolonged periods throughout the shift, on a daily basis.

PATIENT/CLIENT CARE

- The post holder will have incidental contact with patients, when delivering clean linen items to wards and departments, or collecting/delivering patient's personal clothing within the RD&E Hospital.

POLICY/SERVICE DEVELOPMENT

- The post holder may be required to comment on departmental policies and procedures.

FINANCIAL/PHYSICAL RESOURCES

- To be proficient in the operation of all Linen service processing equipment.
- Operate all decontamination equipment and machinery as per departmental standard operating procedures and safe working practices throughout the whole decontamination process. Report all decontamination equipment and machinery

faults, product failures and any accidents or incidents to the decontamination Supervisors or Managers in a timely and accurate manner.

- The post holder will be responsible to ensure the safe use of equipment within the department

HUMAN RESOURCES

- To comply with HR policies particularly in relation to essential training and to assist all members of the team in completing this training in a timely manner.
- To actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues
- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas
- The post holder will be required to facilitate and support new starters to carry out their role

INFORMATION RESOURCES

- Use the IT based industry computer systems “Trackview” and “Laundry X-Pert” as and when required by the decontamination Supervisor/Manager. Training will be provided of the same, as and when required, by decontamination supervisors.
- Understanding and operation of various computerised control systems used to identify customer textile classifications, various data analysis including temperature and disinfection validation systems.
- Complete legible and accurate, customer delivery consignment notes, to accompany all packed, clean and decontaminated goods, ready for customer distribution, as per departmental standard operating procedures.

RESEARCH AND DEVELOPMENT

- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign

FREEDOM TO ACT

- The post holder is guided by standard operating procedures and practices, but will have access to a manager for support if required.
- To understand, and adhere to the Trust Health & Safety Policies and Procedures, Departmental Safe Working Practices, all Standard Operating Procedures and contribute to a safe working environment.
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal

OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
- 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
- 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.

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POST	Linen Services Assistant
BAND	2

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
A good general education and able to demonstrate basic Maths and English	E	E
KNOWLEDGE/SKILLS		
Driving Licence	D	D
Good Communication Skills	E	E
Good Interpersonal Skills	E	E
Understand the importance of teamwork	E	E
Adaptable / Flexible	E	E
Able to work in a busy environment	E	E
Understand the concepts of Decontamination and Quality Standards	E	E
EXPERIENCE		
Experience of working within a Decontamination Unit or Factory Environment	D	E
Stores / Packing experience	D	E
Experience of using industrial/decontamination automated machinery/equipment	D	E
PERSONAL ATTRIBUTES		
Ability to carry out Manual Handling tasks	E	E
Ability to change shift working pattern at short notice, when required.	E	E
Able to undertake repetitive tasks	E	E
Able to stand for long periods of time	E	E
Able to walk long distances	E	E
OTHER REQUIRMENTS		
To observe Trust regulations and safe working practices	E	E
Willingness to undertake training	E	E

WORKING CONDITIONS/HAZARDS		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	Y				
Noise (over 80dBA)	Y				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	N				
Heavy manual handling (>10kg)	Y				
Driving	Y				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	N				

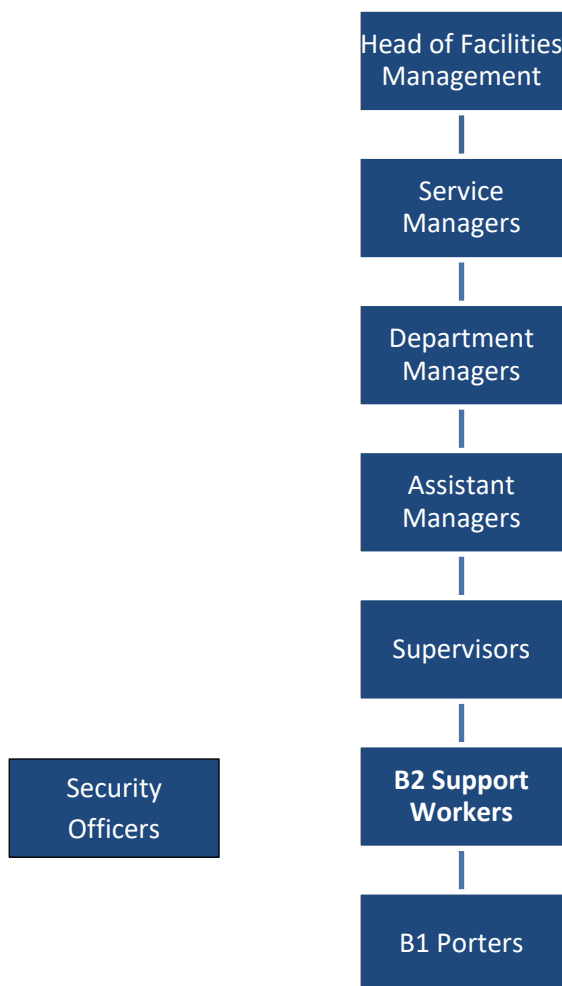
“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

JOB DESCRIPTION

Job Details	
Job Title	Portering Support Worker
Reports to	Supervisors
Band	2
Department/Directorate	Portering, Facilities- Estates & Facilities Management

JOB PURPOSE	
<ul style="list-style-type: none"> To provide a flexible, efficient quality service extending care and consideration to patients, staff and visitors. To receive work requests via Telephone, e-mail, face to face and the Trust’s in-house task Management System (TMS), take prompt and appropriate action in a courteous and helpful manner. In order to ensure that an effective and timely service is delivered to all service users. Prioritise work and direct staff accordingly, via 2-way radio and telephone to ensure optimum use of resource. To undertake all Portering and Support worker duties, Dispatching, Portering and Security reception duties, whilst working at the Centre for Women’s Health reception and any other Facilities Role commensurate with the banding. 	
KEY WORKING RELATIONSHIPS	
<p>Key Working Relations:</p> <ul style="list-style-type: none"> Head of Facilities Management Service Managers Cluster Managers Department Managers Assistant Managers / Supervisors Site Management Team On-Call Teams Facilities Training & Audit Manager Governance Manager Operational Support Manager Clinical / Ward Staff Other Facilities staff 	

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To work shift patterns including nights, weekends and bank/public holidays including the Christmas period to sustain a 24 hour service
- To contribute to and work within a safe working environment.
- To carry out any Support Worker duties as required.
- Will have a proven ability to multi-task.
- The Post holder may be required to work on other sites within the Trust.
- Operate electrically operated doors within the Centre for Women's Health.
- Issue security badges to visitors entering restricted areas within the Centre for Women's Health.
- Monitor the closed circuit television system (CCTV) for the Centre for Women's Health.
- Monitor all visitors and babies leaving the maternity wards
- Attend all Air Ambulance calls as required using approved equipment provided.
- Collection and delivery of blood products and maintain the necessary records
- Collection and delivery of specimens from wards/departments in a timely fashion on foot/tug
- To ensure medical gas bottles are moved/exchanged when necessary on individual equipment checks returning empty medical gas cylinders to store for collection.

- To undertake elements of security duties as required in line with your grade
- To carry out emergency procedures in accordance with OSU policies and procedures.
- Respond to cardiac arrest and trauma calls as instructed.
- Actively contribute to a harmonious working environment
- In addition the post holder will be expected to carry out any other duties as required by the OSU Management team and in line with your grade
- May be required to drive a Trust vehicle.
- Cover colleagues' absences due to allocated breaks, sickness or annual leave including working other shifts, nights, weekends and Bank Holidays including the Christmas and New Year period if requested.
- To report any accidents or incidents in a timely manner in accordance with the correct Trust procedure and systems.
- To carry out general ad-hoc requests i.e. corridor clearance duties/furniture moves and any other duties as directed by Supervisor, Department Managers, OSU Managers, On-Call Manager and Site Practitioner
- To contribute to and work within a safe working environment

COMMUNICATION/RELATIONSHIP SKILLS

- To allocate air mattresses and other equipment in a timely manner using Trust email and in-house TMS system.
- The post holder may be required to mentor and support new starters and other team members as required.
- To greet and assist all patients/visitors in courteous and caring manner.
- To treat all service users and colleagues in a friendly and helpful manner, thus promoting and maintaining a good communication network with all service user groups.
- To liaise with the Supervisors and OSU Managers to resolve any issues that may arise during their shift and make decisions as appropriate.
- To have empathy with colleagues, patients/clients and visitors
- To participate in team, department and divisional meetings as required
- To manage email communication in a timely way and in line with the RD&E Email Best Practice Guidance

ANALYTICAL/JUDGEMENTAL SKILLS

- Document all babies entering the maternity wards with visitors.
- This job description is not exhaustive and will be reviewed annually in the light of changes within the service.
- To record all work requests accurately using the Task Management System (TMS) as shown in training.
- To ensure that emergency procedures e.g. major incident, are carried out in accordance with the departmental policy using the approved paperwork as logged in the Emergency Preparedness file.
- To record all complaints received accurately using email or Trust reporting systems in accordance with the Departmental Policy.
- May complete staff surveys

PLANNING/ORGANISATIONAL SKILLS

- To understand and observe safe working practice in line with Health and Safety guidelines and be familiar with the department's operating procedures.
- By using all the information at hand prioritise the workload to ensure the department is providing a responsive service.
- Dispatch tasks to Porters in a fair and timely manner, providing the relevant and

adequate information required to carry out the task

PHYSICAL SKILLS

- General transportation of patients/equipment and other items within the Trust premises under the direction of Supervisors or OSU Management Team
- This roll is highly demanding and requires you to deliver high levels of physical exertion to meet the needs of our patients and service.

PATIENT/CLIENT CARE

- Check and monitor patient lists for patients and visitors going into the Maternity Wards, and Neonatal unit.
- To transfer deceased patients to the Mortuary with dignity and maintain the necessary records while carrying these out in accordance with any statutory regulations and Trust departmental policies and procedures.
- General transportation of patients/equipment and other items within the Trust premises under the direction of Supervisors or the OSU Management Team

POLICY/SERVICE DEVELOPMENT

- The post holder is expected to comply with Trust Policies and Procedures.
- Ensure safe storage of security data. (Centre for Women's Health security visitors forms.)
- To ensure all departmental and accommodation keys are signed for; in and out.
- To wear ear piece/head set provided, ensuring confidentiality is maintained.
- Ensure a clean working environment at all times

FINANCIAL/PHYSICAL RESOURCES

- To ensure all equipment required to carry out duties is safe and prepared for use
- Tug training

HUMAN RESOURCES

- Be of a smart hygienic appearance whilst wearing full Trust issued uniform at all times
- To report any problems or concerns relating to Portering/Security staff activity.

INFORMATION RESOURCES

- To be responsible for the prompt receipt and issue of Portering/Security work requests received via telephone, email or in person from service users.
- Ability to prioritise response, based on dynamic risk assessment

RESEARCH AND DEVELOPMENT

- To undertake other training outside essential training requirements as required

FREEDOM TO ACT

- To be responsible for the prompt receipt and issue of Portering work requests received via telephone, email, electronic device, the MyCare system or in person from service users.
- To be responsible for the management of the day to day work for the Portering service escalating any issues as required to the Assistant Manager.

OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including

- mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
 - 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
 - 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.

APPLICABLE TO MANAGERS ONLY

Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.

Proportion of line managers whose job descriptions include supporting employee health and wellbeing.

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.

THE TRUST- VISION AND VALUES

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- Honesty, Openness & Integrity
- Fairness,
- Inclusion & Collaboration
- Respect & Dignity

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.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

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POST	Portering Support Worker
BAND	2

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
GCSE Grade A-D in Maths and English or equivalent	D	D
Formal IT Training	D	E
Courses/training which are specific to the Role		
Customer service training	D	E
Patient Manual Handling and Basic Life Support training	D	E
Risk Officer training	D	E
KNOWLEDGE/SKILLS		
Knowledge of Hospital Support Service functions.	D	E
Computer literate with a good understanding of Microsoft applications	E	E
Good written and verbal communication skills	E	E
Good organisation skills	E	E
Ability to multi-task	E	E
Ability to follow instructions	E	E
Understanding of confidentiality	E	E
Ability to communicate on all levels with patients/visitors and staff	E	E
Excellent telephone manner	E	E
Ability to working a busy environment	E	E
Good decision making skills	D	E
Understanding of the Data Protection Act 1998 (personal data)		
EXPERIENCE		
Previous experience of organising workload	D	E
Previous NHS Experience	E	E
Previous experience of working in a support services function.	E	E
Previous experience of dealing with the public	E	E
Experience of shift working	D	E
Experience of working with patients/clients	E	D
Previous proven experience of working as a team member	E	E
Experience of working in a busy, acute environment		
Experience of dealing with difficult/distressed/challenging people and situations	E	E
Proven ability to communicate at all levels	E	E
Experience of working in a customer focused environment		
PERSONAL ATTRIBUTES		
Ability to work on own initiative on routine matters	E	E
Fitness to undertake the duties of the post.	E	E
Willingness to undertake any relevant training.	E	E
Adaptable, flexible and reliable approach to work.	E	E
Courteous and professional attitude.	E	E

<p>Commitment to personal/professional development</p> <p>Ability to deal with difficult and sometimes challenging individuals, emotional and sensitive situations, in the course of duties when carrying out reception duties, Centre for Women's Health, face to face or via telephone.</p> <p>Ability to follow instructions</p> <p>Ability to prioritise workloads within a timed schedule</p> <p>Ability to work under pressure</p> <p>Ability to be firm/assertive/ Self confident</p> <p>Enthusiastic, approachable and motivated</p> <p>Smart appearance</p> <p>Flexible to meet the needs of the department/service</p> <p>Able to cope with bereavement / illness</p> <p>Ability to remain calm and work under pressure</p> <p>Approachable</p> <p>Team worker</p> <p>Caring disposition</p> <p>Courteous and professional approach</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>OTHER REQUIRMENTS</p> <p>Full Clean Driving Licence</p> <p>Excellent attendance record</p> <p>Ability and willingness to work weekends and bank/public holidays including Christmas and the New Year.</p> <p>Ability to undertake essential training</p> <p>Ability to cover colleagues absences on a variety of shifts</p> <p>Ability to follow departmental regulations</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
Laboratory specimens	Y		X		
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)	N				
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)	Y		X		
Driving	Y		X		
Food handling	N				
Night working	Y		X		
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	Y		X		

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JOB DESCRIPTION

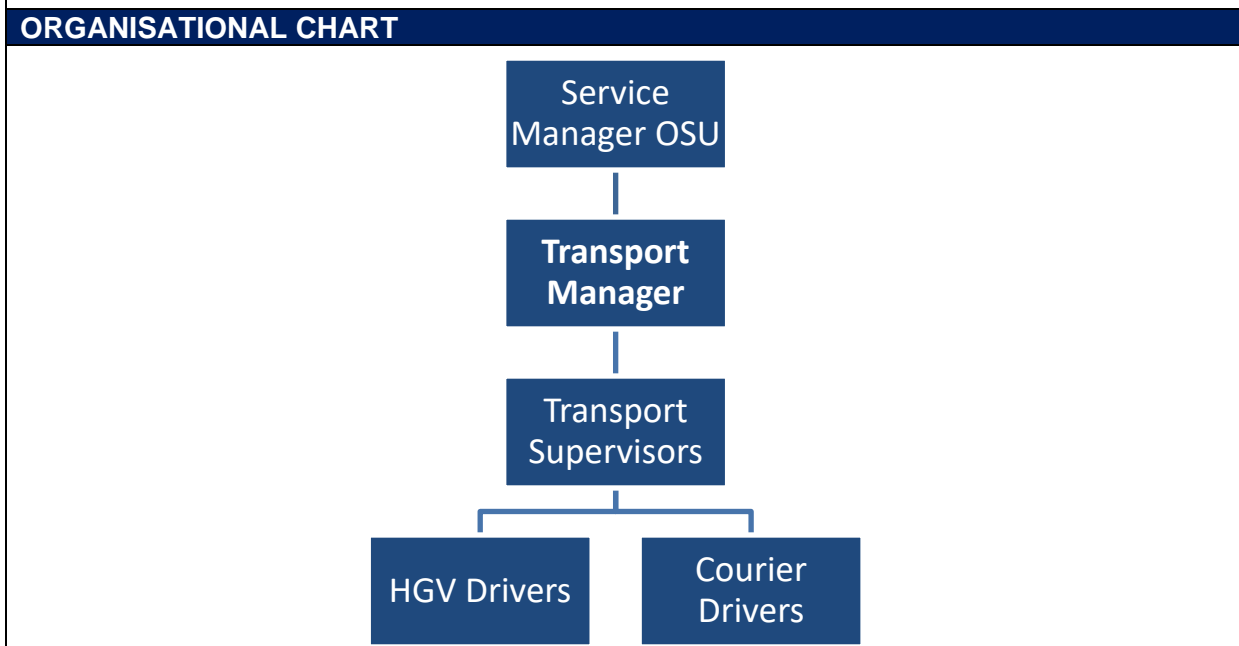
Job Details	
Job Title	Courier Driver (non-HGV)
Reports to	Supervisor/Transport Manager
Band	2
Department/Directorate	Non-patient Transport / Facilities Management

JOB PURPOSE

- To work as part of a team carrying out deliveries of goods as required and as per schedule, to accurately complete all driving records as per current legislation.

KEY WORKING RELATIONSHIPS

- Transport Manager
- Transport Supervisors
- Patients
- Colleagues throughout RD&E
- Other Courier Drivers and HGV Drivers



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To deliver and collect instruments from patients residential addresses. In polite and courteous manner.
- To undertake training and annual updates as required maintaining competency and complying with Trust policies.
- To work within Trust policies including those for confidentiality, data protection, health and safety, fire protection and annual appraisal.
- To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling.

COMMUNICATION/RELATIONSHIP SKILLS

- To actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Communicate effectively including discussion and written communication
- Participate in team meetings as required
- To work as part of a team when sorting & loading mail for the courier system

ANALYTICAL/JUDGEMENTAL SKILLS

- To ensure daily vehicle checks are carried out thoroughly and defects are reported as per departmental procedures/Trust policy
- To ensure that vehicles and contents are secure at all times during their use or transit
- To comply with speed limits as posted.
- To advise management of anything affecting driving licences regarding convictions for motor offences or health problems.
- To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace.

PLANNING/ORGANISATIONAL SKILLS

- To carry out deliveries/collections as per schedules and times.
- Always work in compliance with rules and working practices. Report all unsafe situations, incidents and accidents as appropriate.

PHYSICAL SKILLS

- To drive vehicles safely and responsibly at all times.
- To report promptly, prior to the commencement of the shift, any illness/injury which may make driving hazardous.
- To keep vehicles clean inside and outside.
- To wash vehicles as directed on departmental schedules.
- Pack and load goods in an appropriate transportation container. Ensure that containers are loaded safely.
- Carry out vehicle driving duties to include: short multi-drop deliveries and collections from local customer sites and collections on site using conventional light vehicles or an electric Tow Tractor and trailer. Carry out any other driving or distribution duties

including the scheduled loading of LDU delivery vehicles, as requested by the Transport Supervisor or Manager. Training for driving specialist vehicles will be provided.

- Ability to lift and carry weights of up to 15kgs on a daily basis.
-

PATIENT/CLIENT CARE

- To remain professional at all times to all patients and clients that you come in to contact with.

POLICY/SERVICE DEVELOPMENT

- To observe strictly the departmental regulations regarding use of vehicles.
- To understand, and adhere to the Trust Health & Safety Policies and Procedures, Departmental Safe Working Practices, all Standard Operating Procedures and contribute to a safe working environment.
- Undertake training as required to maintain competency/comply with trust policies
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal

FINANCIAL/PHYSICAL RESOURCES

- To complete all required paperwork correctly and in a timely manner, this includes daily vehicle checks, mileage sheets etc.
- To report promptly any accidents/incidents to Transport Manager/ Transport Supervisor, completing appropriate forms, as soon as practically possible.
- To maintain environmental, personal hygiene by wearing the correct full uniform at all times in accordance with the Trusts Uniform and Dress Code Policy. This includes the correct personal protective equipment when required.
- To display a formal Trust ID badge at all times whilst on duty

HUMAN RESOURCES

- To comply with HR policies particularly in relation to essential training and to assist all members of the team in completing this training in a timely manner.
- To actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues
- Provide cover in periods of absence as directed by service manager, this may involve moving to other areas
- The post holder will be required to facilitate and support new starters to carry out their role.
- To foster people's equality, diversity and human rights.

INFORMATION RESOURCES

- To maintain complete confidentiality with regard to personal information.

RESEARCH AND DEVELOPMENT

- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign

FREEDOM TO ACT

- The post holder is guided by standard operating procedures and practices, but will have access to a transport manager for support if required.

OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
- 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
- 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.

APPLICABLE TO MANAGERS ONLY

Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.

Proportion of line managers whose job descriptions include supporting employee health and wellbeing.

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We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

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property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

POST	Courier Driver
BAND	2

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
3 GCSE's Grade A-D or equivalent including Maths and English Full Driving licence	D E	D E
KNOWLEDGE/SKILLS		
Knowledge of relevant road Transport Legislation	E	E
Proven previous courier driver experience	E	E
Ability to follow timed delivery/collection schedules	E	E
Ability to carry out daily/weekly vehicle checks	E	E
Ability to use own initiative	E	E
Ability to follow instruction	E	E
Good verbal communication skills	E	E
Good written communication skills	E	E
Good numeric skills	E	E
Ability to work under pressure	E	E
Awareness of the need for confidentiality	E	E
Good organisational skills	E	E
Knowledge of appropriate health and safety issues	E	E
Ability to prioritise workload to respond to changing demands	E	E
EXPERIENCE		
Proven Courier/Multi drop driving experience	E	E
Ability to communicate with customers and members of the public	E	E
PERSONAL ATTRIBUTES		
Enthusiastic and highly motivated	E	E
Ability to work unsupervised	E	E
Ability to work as a member of a team	E	E
Fitness to undertake the duties of the post	E	E
Meticulous approach to accuracy and detail	E	E
Good time management/organisational skills	E	E
Ability to prioritise own workload	E	E
Ability to work on own initiative	E	E
Reliability	E	E
Willingness to undertake relevant training	E	E
OTHER REQUIRMENTS		
Full driving license	E	E
CRB Checked	E	E
Flexible to changes in workload	E	E
Committed to on-going professional development	E	E

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y			✓	
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)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	Y		✓		
Noise (over 80dBA)	Y		✓		
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	N				
Heavy manual handling (>10kg)	Y				✓
Driving	Y				✓
Food handling	N				
Night working	Y			✓	
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	Y			✓	
Challenging behaviour	N				

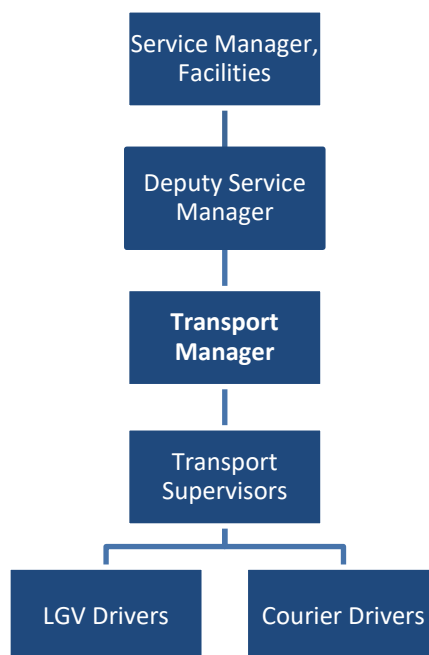
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Job Details	
Job Title	LGV/Courier Driver
Reports to	Transport Manager / Supervisor
Band	2
Department/Directorate	Non-Patient Transport / Estates and Facilities Management

JOB PURPOSE	
<p>To work as part of a team carrying out deliveries of goods as required and as per schedule, to accurately complete all driving records as per current legislation.</p> <p>Deliver goods as per schedules to RD&EFT sites and other customers across the region, carry out vehicle checks as required and complete all relevant documentation.</p>	
KEY WORKING RELATIONSHIPS	
<ul style="list-style-type: none"> • Transport Manager • Transport Supervisors • Service Managers • Deputy Service Managers • Deputy Head of Facilities • Deputy Director of Estates and Facilities Management • Transport Staff • Governance Manager • Facilities Managers • Linen Services management and staff. • Other RD&E staff, customers and patients who use the Transport service. 	

JOB DESCRIPTION

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

COMMUNICATION/RELATIONSHIP SKILLS

- Provide and receive routine information effectively including verbal and written communication with colleagues and customers of the Trust.
- To actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues.
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging.
- Participate in team meetings as required.
- To work as part of a team when sorting & loading mail for the courier system.
- To report promptly, prior to the commencement of the shift, any illness/injury which may make driving hazardous.
- To report promptly any accidents/incidents to Transport Manager/ Transport Supervisor, completing appropriate forms.

ANALYTICAL/JUDGEMENTAL SKILLS

- To ensure that vehicles and contents are secure at all times during their use or transit.
- To comply with speed limits as posted.
- To advise management of anything affecting driving licences regarding convictions for motor offences or health problems.
- To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace.
- Report all unsafe situations, incidents and accidents as appropriate.

PLANNING/ORGANISATIONAL SKILLS

- To carry out deliveries/collections as per schedules and times.

<ul style="list-style-type: none"> To always work in compliance with rules and working practices.
PHYSICAL SKILLS
<ul style="list-style-type: none"> To drive vehicles safely and responsibly at all times.
PATIENT/CLIENT CARE
<ul style="list-style-type: none"> To remain professional at all times to all patients and clients that you come in to contact with.
POLICY/SERVICE DEVELOPMENT
<ul style="list-style-type: none"> To comply with all Trust Policies and procedures at all times. To comply with Transport Department Standard Operating Procedures at all times.
FINANCIAL/PHYSICAL RESOURCES
<ul style="list-style-type: none"> The post holder is responsible for the safe use of Trust Vehicles used in the course of work. To ensure daily vehicle checks are carried out thoroughly and defects are reported as per departmental procedures/Trust policy. To report promptly any accidents/incidents to Transport Manager/ Transport Supervisor, completing appropriate forms, as soon as practically possible.
HUMAN RESOURCES
<ul style="list-style-type: none"> To comply with HR policies particularly in relation to essential training and to assist all members of the team in completing this training in a timely manner. Provide cover in periods of absence as directed by service manager, this may involve moving to other areas. To maintain environmental, personal hygiene by wearing the correct full uniform at all times in accordance with the Trusts Uniform and Dress Code Policy. This includes the correct personal protective equipment when required. To display a formal Trust ID badge at all times whilst on duty. The post holder will be required to facilitate and support new starters to carry out their role.
INFORMATION RESOURCES
<ul style="list-style-type: none"> To maintain complete confidentiality with regard to personal information.
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> Contribute to the NHS service improvement/modernisation agenda e.g. service redesign. To complete audits and survey's as required. E.g. Staff Survey.
FREEDOM TO ACT
<ul style="list-style-type: none"> The post holder is guided by standard operating procedures and practices, but will have access to a Transport Supervisor / Manager for support if required.
PHYSICAL / MENTAL / EMOTIONAL EFFORT / WORKING CONDITIONS
<ul style="list-style-type: none"> To keep vehicles clean inside and outside. To wash vehicles as directed on departmental schedules. Pack and load goods in an appropriate transportation container. Ensure that containers are loaded safely. Carry out vehicle driving duties to include: short multi-drop deliveries and collections from local customer sites and collections on site using conventional light vehicles or an electric Tow Tractor and trailer. Carry out any other driving or distribution duties including the scheduled loading of Linen

Decontamination Unit (LDU) delivery vehicles, as requested by the Transport Supervisor or Manager. Training for driving specialist vehicles will be provided.

- Ability to lift and carry weights of up to 15kgs on a daily basis.

OTHER RESPONSIBILITIES

- Where appropriate to the grade, undertake such duties as deemed necessary by the Transport Manager or Transport Supervisors.
- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
- 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
- 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.
- To ensure when driving Trust LGV's Tachograph regulations are complied with at all times
- To ensure that current driving laws in respect to breaks and daily/weekly rest periods are obeyed to at all times
- To ensure that all other work undertaken elsewhere is disclosed so that current legislation regarding drivers hours is maintained at all times
- To observe strictly the departmental regulations regarding use of vehicles.

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POST	LGV/ COURIER DRIVER
BAND	2

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING 3 GCSE's Grade A-D or equivalent including Maths and English Full Driving licence Full Driving licence LGV Class C Minimum Driver CPC (up to date) Digital tachograph card	E E E E E	
KNOWLEDGE/SKILLS Knowledge of relevant road Transport Legislation Proven previous courier driver experience Ability to follow timed delivery/collection schedules Ability to carry out daily/weekly vehicle checks Ability to use own initiative Ability to follow instruction Good verbal communication skills Good written communication skills Good numeric skills Ability to work under pressure Awareness of the need for confidentiality Good organisational skills Knowledge of appropriate health and safety issues Ability to prioritise workload to respond to changing demands	E E E E E E E E E E E E E	
EXPERIENCE Proven Courier/Multi drop driving experience Ability to communicate with customers and members of the public Proven LGV driving experience Experience of using digital tachograph systems	E E E E	
PERSONAL ATTRIBUTES Enthusiastic and highly motivated Ability to work unsupervised Ability to work as a member of a team Fitness to undertake the duties of the post Meticulous approach to accuracy and detail Good time management/organisational skills Ability to prioritise own workload Ability to work on own initiative Reliability Willingness to undertake relevant training	E E E E E E E E E	
OTHER REQUIRMENTS Full driving license CRB Checked Flexible to changes in workload Committed to on-going professional development	E E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y			✓	
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y			✓	
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)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	Y		✓		
Noise (over 80dBA)	Y		✓		
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	N				
Heavy manual handling (>10kg)	Y				✓
Driving	Y				✓
Food handling	N				
Night working	Y			✓	
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	Y			✓	
Challenging behaviour	N				

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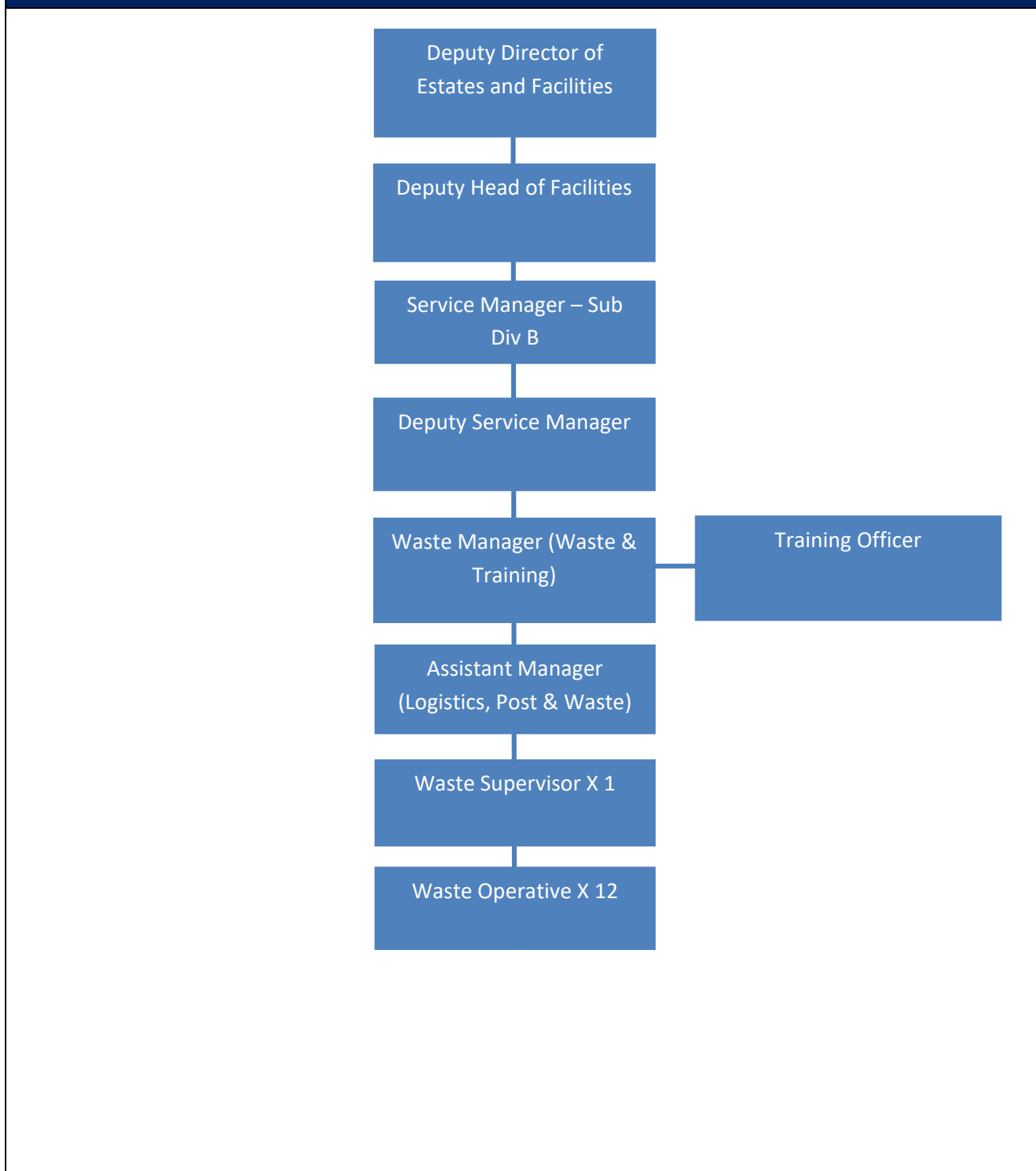
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JOB DETAILS	
Job Title	Waste Operative
Reports to	Assistant Manager (Logistics, Post & Waste)
Band	2
Department/Directorate	Estates and Facilities Management (EFM) / Finance

JOB PURPOSE
To provide an efficient and effective service for the collection of hazardous, clinical, domestic and recycling waste streams within the Royal Devon & Exeter Hospital Wonford and the external sites that are covered by the Trust.
Provide a collection service for used and soiled linens for the Linen Services Department.

KEY WORKING RELATIONSHIPS
<ul style="list-style-type: none"> • Waste Supervisor • Assistant Manager Post Waste & Logistics • Waste Manager • Service Manager (Facilities) • Assistant Managers (Facilities) • Facilities Operational Managers • Ward & Department Staff • Ward Housekeepers • Estates Staff • External contractors • Site Management / On-call team

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

To understand a range of routine work procedures that will be learned on the job through a combination of instruction and practice and by attending short training sessions, with guidance from Waste Supervisor and or Line Managers including:

- To be proficient in the collection, safe handling, transportation and decanting of all waste streams in accordance with departmental and Trust policies, procedures and statutory regulations.
- Keep ward and department disposal cupboards clear of all waste at all times and move to outside collection points, ensuring that all waste remains segregated during transportation.
- To be proficient in driving/using the relevant vehicles/trailers within the hospital environment and when collecting from the external sites that are covered by the Trust.
- Conduct daily tug/van maintenance checks to ensure, lights, horn, tyres etc., are all in working order and health and safety compliant. Report all defects with tugs/equipment/van to Waste supervisor/Line manager
- To undertake a weekly cleaning of electric vehicles trailers and Van.
- To ensure that clinical waste containers are kept locked at all times.
- To ensure that clinical waste containers are tagged with the correct colour coded waste stream.
- Cleaning of Domestic Waste Bins with pressure washer, as requested.
- The collection, transportation and decanting of bags of soiled linen in accordance with any statutory regulations and Trust/Departmental policies and procedures.
- To sort and consolidate waste at the collection points and prepare for collection by waste contractors.
- To participate actively in all relevant personal development and training.

COMMUNICATION/RELATIONSHIP SKILLS

- To be able to communicate orally, using the Trust (Waste Department) mobile phones provided, to give and receive routine information mainly with work colleagues.

ANALYTICAL/JUDGEMENTAL SKILLS

- Judgements / decisions will need to be made on routine tasks involving straightforward facts or situations.

PLANNING/ORGANISATIONAL SKILLS

- Follow a set work routine, liaising with colleagues, Waste Supervisor and Line Manager, as and when required.
- To work on a roster system to consist of early, late and mid shifts including weekends and Bank Holidays.
- To be flexible to have shifts changed to cover for colleagues' absences if required. Management will give as much notice as possible, but shift changes for cover other than annual leave will often be at short notice.
- To be able to access the Electronic staff records (ESR) for the booking of annual leave and to keep up with training requirements, (ESR is also available via a mobile app).

PHYSICAL SKILLS

- Ability to operate electric vehicles, cages/bins, forklift truck, and van using standard driving skills that will be obtained through on the job training and practical training courses.

PATIENT/CLIENT CARE

- To be polite and courteous to staff, patient and visitors during periodic incidental contacts.

POLICY/SERVICE DEVELOPMENT

- To be able to refer to and follow Trust Policies and Standard Operating Procedures for own area of work. May be asked to comment on Departmental policies and procedures.

- To understand Health & Safety and Confidentiality guidelines, promptly reporting any untoward incident to the Waste, Post & Logistics Operational Manager/Assistant Manager / Waste Supervisor and completing any appropriate accident/incident reports in line with Trust policy (Datix)

FINANCIAL/PHYSICAL RESOURCES

- Ensures the safe use of equipment used in the course of own work.

HUMAN RESOURCES

- May be required to demonstrate and provide advice to new and less experience staff.

INFORMATION RESOURCES

- Follows procedure for time management, by clocking in and out.

RESEARCH AND DEVELOPMENT

- Occasionally undertakes surveys or audits, as necessary for own work area. May be asked to test new equipment for the Department.

FREEDOM TO ACT

- To follow well defined Department Standard Operating Procedures and Policy. Supervision available for advice and guidance, if required.

OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.
- To contribute to and work within a safe working environment .
- 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.
- 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.
- Contribute to and work within a safe working environment.
- 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.

APPLICABLE TO MANAGERS ONLY

Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.

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POST	Waste Operative
BAND	2

Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING X2 GCSE's in English and Mathematics Grade A-E, or equivalent experience.</p> <p>Qualified electric vehicle operator or willingness to undertake relevant training. Full clean driving Licence Forklift Licence</p>	E E	 D D
<p>KNOWLEDGE/SKILLS Numerate & Literate Good Interpersonal Skills Understanding of Hazardous Wastes Understand the term confidentiality Standard Driving Skills</p>	E E E	 D D
<p>EXPERIENCE Experience of Handling / disposing of clinical and general wastes Experience of Handling / disposing of Cytotoxic and Cytostatic wastes Experience of Handling / disposing of Hazardous and Chemical wastes</p>	D D D	
<p>PERSONAL ATTRIBUTES Team Worker Smart appearance Physically fit Ability to be flexible Enthusiastic, approachable & motivated Reliable Able to work to a routine work schedule</p>	E E E E E E E	
<p>OTHER REQUIRMENTS Ability to undertake shift requirements. Ability to be flexible, e.g. Cover colleagues absences Ability to follow the Trust's Policies and Procedures. Ability to undertake mandatory training</p>	E E E 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)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	Y				
Noise (over 80dBA)	Y				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	Y				
Driving	Y			✓	
Food handling	Y				
Night working	N				
Electrical work	N				
Physical Effort	Y	✓			
Mental Effort	Y				✓
Emotional Effort	Y			✓	
Working in isolation	N				
Challenging behaviour	N			✓	

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JOB DESCRIPTION

Job Details	
Job Title	Logistics Assistant/LGV (C1) Driver
Reports to	Logistics Supervisor or Logistics Assistant Manager
Band	2
Department/Directorate	Logistics Department / Facilities Management

JOB PURPOSE

Being guided by standard procedures, provide internal supply chain services including receipts, distribution and materials management using computerised receipts, storage and bar coded data capture systems.

Develop productive working relationships with customers seeking to minimise inventory level and reducing invoice queries.

Build collaborative relationships and achieve positive performance against patients care, quality and value for money targets.

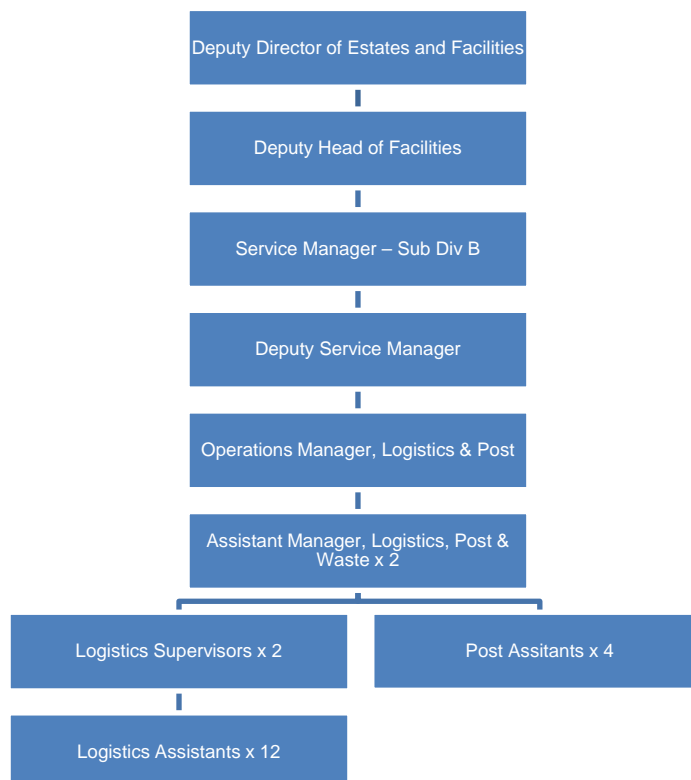
Logistics Assistants will be required to work at various locations across the Trust, including Wonford, Heavitree, Mardon and the Distribution Centre at Sowton.

KEY WORKING RELATIONSHIPS

- Head of Facilities Management
- Service Manager (Facilities)
- Operational Support Manager
- Facilities Operational Managers
- Logistics Assistant Manager
- Facilities Assistant Managers
- Supervisors
- Logistics Assistants
- Ward Housekeepers / Ward Clerks
- Ward Matrons and Nursing staff
- Infection Control Staff
- Site Management / On-Call teams
- Governance Manager

- All other Facilities Staff

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To be fully conversant with the Logistics Department Materials management programme and procedures.
- To be fully conversant with the Logistics Department Receipts and distribution procedures.
- To use hand held device to scan bar codes and order products to adequately maintain stock levels.
- To ensure that deliveries are correct against requisition, resolve any discrepancies arising from miss-picks, damaged goods, etc. and report these to a Line Manager.
- To assist in the implementation of Materials Management systems at ward/department level to new areas and maintain existing areas.
- To assist with the maintenance of records and collection of data as required.
- To inform Line Manager of any faults with the Logistics delivery vehicle.
- To be available in the event of a significant/major incident at any time; this could include after hours, weekends and Bank Holidays.
- To perform any other duties as may be requested by the Logistics Supervisor, Assistant Manager or Manager commensurate with the position

COMMUNICATION/RELATIONSHIP SKILLS

- To be able to communicate orally, using the Trust (Logistics Department) mobile phones provided, to give and receive routine information mainly with work colleagues.

- To communicate with Logistics Department Staff and ward staff via telephone, face to face and email.
- To be able to communicate orally, using the Trust (Logistics) mobile phones provided, to give and receive routine information mainly with work colleagues.

ANALYTICAL/JUDGEMENTAL SKILLS

- Judgements / decisions will need to be made on routine tasks involving straightforward facts or situations.

PLANNING/ORGANISATIONAL SKILLS

- Follow a set work routine, liaising with colleagues, Logistics Supervisor and Line Manager, as and when required.
- To work on a roster system to consist of early, late and mid shifts including weekends and Bank Holidays.
- To be flexible to have shifts changed to cover for colleagues' absences if required. Management will give as much notice as possible, but shift changes for cover other than annual leave will often be at short notice.
- To be able to access the Electronic staff records (ESR) for the booking of annual leave and to keep up with training requirements, (ESR is also available via a mobile app).

PHYSICAL SKILLS

- To be able to drive a 7.5 tonne vehicle to deliver stock from the Logistics Distribution Centre in Sowton, to the Wonford, Heavitree and Mardon sites.
- To deliver stock to the outlying buildings around the Trust in a 7.5 tonne vehicle.
- To receive, unpack and put away stock on wards/departments ensuring stock rotation.
- To receive, unpack and check deliveries from Suppliers.

PATIENT/CLIENT CARE

- To be polite and courteous to staff, patient and visitors during periodic incidental contacts.
- To maintain and promote good working relationships with ward / department staff at all time.
- To ensure the security and delivery of goods to appropriate destinations.
- To provide cover for other members of the Logistics team when requested by the Logistics Supervisor, Assistant Manager or Manager.
- To maintain Emergency/Out of hours store for critical areas when required (Theatres/ITU/PPE).
- To ensure stock levels are sufficient at all times including the cover of weekends and Bank Holidays.
- In conjunction with the Ward Matron and Logistics Supervisor/Assistant Manager, regularly review top up inventory level and increase or decrease levels as necessary to ensure the Trust stocked to the correct level based on usage.
- To remain courteous and helpful at all times.

POLICY/SERVICE DEVELOPMENT

- To be able to refer to and follow Trust Policies and Standard Operating Procedures for own area of work. May be asked to comment on Departmental policies and procedures.
- To understand Health & Safety and Confidentiality guidelines, promptly reporting any untoward incident to the Waste, Post & Logistics Operational Manager/Assistant Manager / Logistics Supervisor and completing any appropriate accident/incident reports in line with Trust policy (Datix).

<p>FINANCIAL/PHYSICAL RESOURCES</p> <ul style="list-style-type: none"> Ensures the safe use of equipment used in the course of own work.
<p>HUMAN RESOURCES</p> <ul style="list-style-type: none"> To provide training and advice to new members of staff, as and when required.
<p>INFORMATION RESOURCES</p> <ul style="list-style-type: none"> Follows procedure for time management, by clocking in and out.
<p>RESEARCH AND DEVELOPMENT</p> <ul style="list-style-type: none"> Occasionally undertakes surveys or audits, as necessary for own work area. May be asked to test new equipment for the Department.
<p>FREEDOM TO ACT</p> <ul style="list-style-type: none"> To follow well defined Department Standard Operating Procedures and Policy. Supervision available for advice and guidance, if required.
<p>OTHER RESPONSIBILITIES</p> <ul style="list-style-type: none"> To take part in regular performance appraisal. To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling To contribute to and work within a safe working environment 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 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.
<p>APPLICABLE TO MANAGERS ONLY</p> <p>Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.</p> <p>Proportion of line managers whose job descriptions include supporting employee health and wellbeing.</p> <p>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.</p>
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POST	Logistics Assistant
BAND	2

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Educational Standard, including GCSE English & Maths Grade A-D or to be able to demonstrate that they can operate at this level.	E	E
Basic IT qualification or equivalent.	E	E
KNOWLEDGE/SKILLS		
Knowledge of Materials Management within an NHS Setting.	D	E
Knowledge of NHS computer systems in particular NSH Supply Chain EDC.	D	E
Basic computer skills, including use of Microsoft Word and Excel.	E	E
Ability to work of own initiative with a degree of influencing skills.	E	E
EXPERIENCE		
Experience of working in a warehouse environment	E	E
Experience of driving a Reach Forklift Truck	D	E
General Stores Keeping	E	E
General Inventory Management	E	E
Receipting of Goods	E	E
PERSONAL ATTRIBUTES		
Strong team player	E	E
Responsible	E	E
Excellent Time Keeping	E	E
Professional Attitude	E	E
Enthusiastic, focussed and self-challenged	E	E
Strong drive for personal achievements	E	E
Flexible and willing to help others	E	E
Able to stand and walk for long distance	E	E
Able to lift, carry and push maximum permitted loads	E	E
Ability and willingness to be able to undertake all relevant training	E	E
OTHER REQUIRMENTS		
Driving licence with 7.5 tonne vehicle qualification	E	E
Reach Forklift Licence	D	E
Counter Balance Forklift Licence	D	E
Banksman Trained	D	E
Basic First Aid Trained	D	E

WORKING CONDITIONS/HAZARDS		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
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)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y		X		
Heavy manual handling (>10kg)	Y		X		
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	Y		X		

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

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Job Details	
Job Title	Postal Assistant
Reports to	Assistant Manager (Post, Waste & Logistics)
Band	2
Department/Directorate	Post, Waste & Logistics Department / Estates & Facilities Management

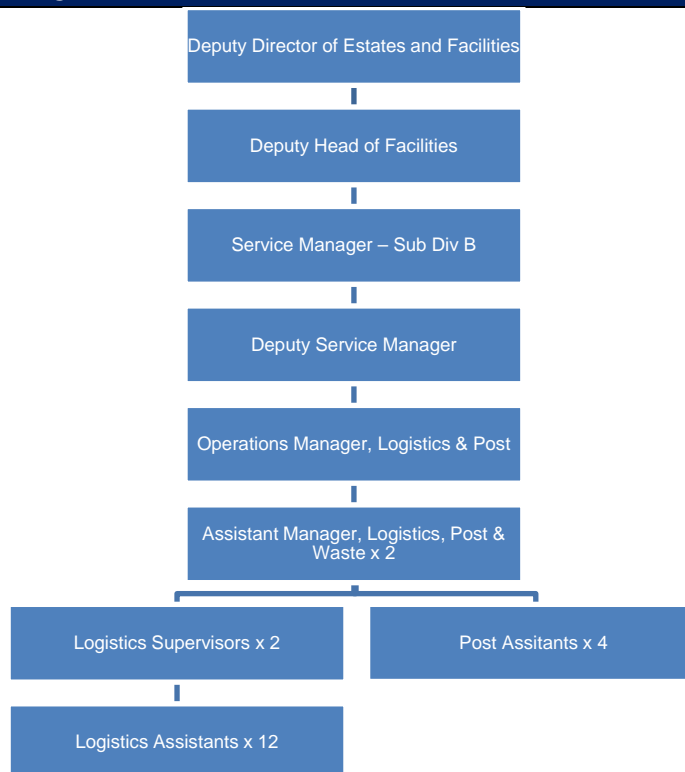
JOB PURPOSE

- The post holder will work as an integral member of the postal services team providing a flexible, high quality postal service to staff, patients and visitors. Ensuring the accurate sorting and distribution of external and internal mail, patient notes, general practitioner correspondence, and patient appointment letters.
- Collecting internal and external mail to/from the relevant department within agreed timescales, to arrange franking and dispatch of mail by use of Pitney Bowes postal accounting system, ensuring correct postage rates are applied.
- To ensure that courier / Royal Mail signed for deliveries are correctly recorded on receipt in the mailroom. To correctly issue signed / recorded items to the appropriate people / departments.

KEY WORKING RELATIONSHIPS

- Service Manager (Facilities)
- Operational Support Manager
- Facilities Operational Managers
- Assistant Managers (Facilities)
- Ward & Department Staff
- External contractors (i.e. Royal Mail)
- Site Management / On-call teams

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

COMMUNICATION/RELATIONSHIP SKILLS

- Ability to be able to communicate with Trust Staff and external contractors, both face to face and over the telephone to provide and receive routine information.
- To contribute to a harmonious working environment.

ANALYTICAL/JUDGEMENTAL SKILLS

- To precisely record daily “franking machine – Business Mail” figures on to Royal Mail electronic system via post room computer.
- To record any personally generated information, i.e. timesheets, franking machine data

PLANNING/ORGANISATIONAL SKILLS

- To deliver internally all mail, whether Royal Mail, Trust courier mail or internal mail, in accordance with trust and departmental policies and procedures.
- To precisely sort, weigh and “frank” outgoing mail in to correct class, in accordance with Trust and Departmental policies and procedures.
- Receive sign and record Royal Mail Special, Next Day and Recorded delivery mail.
- Receive sign and record external courier’s incoming parcels.
- Accurately sort General Practitioner, Health Centre and other hospital courier mail for Trust Courier service.
- To receive all mail into the Post room and accurately sort, whether Royal Mail, Trust courier mail or internal mail, as directed by the Assistant Manager and in accordance with Trust and Departmental Policies and procedures.

PHYSICAL SKILLS

- To accurately operate the Pitney Bowes franking machines and the franking machine postal

accounting system.

- To be able to fault find any errors with the franking machine, liaising with the Assistant Manager to report issues and to contact the Pitney Bowes Engineer, as and when required.

PATIENT/CLIENT CARE

- To assist patients during incidental contacts, as and when required.

POLICY/SERVICE DEVELOPMENT

- To be aware of, and understand, Health & Safety and Confidentiality guidelines, procedures and policies, promptly reporting any untoward incident to the Assistant Manager and completing any appropriate accident/incident reports in line with Trust policy.

FINANCIAL/PHYSICAL RESOURCES

- Use electric powered and non-electric powered postal trolleys.

HUMAN RESOURCES

- To demonstrate and provide advice to new and less experienced staff within the Department.
- To be smart of appearance and wearing of uniform and/or personal protective clothing/equipment as and when required.

INFORMATION RESOURCES

- To collect, sort and deliver patient notes collected from the postal rounds to the appropriate secretaries, wards or departments.

RESEARCH AND DEVELOPMENT

- Occasionally undertakes surveys or audits, as necessary for own work area. May be asked to test new equipment for the Department.

FREEDOM TO ACT

- 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
- 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.

OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment.
- To cover colleagues' absences if requested.

APPLICABLE TO MANAGERS ONLY

Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.

Proportion of line managers whose job descriptions include supporting employee health and wellbeing.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

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.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

POST	Postal Assistant
BAND	2

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
5 x GCSE Grade A-D including English and Mathematics EDCL or similar computer qualification / experience	E E	E E
KNOWLEDGE/SKILLS		
Communication Skills – Face to Face and Telephone Knowledge of Microsoft Office programs Good Interpersonal Skills Understanding of Patient confidentiality Previous experience in postal operations Previous experience in use of franking machines Ability to liaise with patients, visitors, contractors and staff at all levels.	E E E D E	E E E E E
EXPERIENCE		
Experience of using computer programs, i.e. Microsoft Word, Excel and Outlook. Previous experience in use of franking machines. Previous experience in postal operations. Experience in communicating with colleagues, the public, contractors and couriers.	E D D D	E E E E
PERSONAL ATTRIBUTES		
To be able to work as part of a team. Smart appearance Physically fit Ability to be flexible Enthusiastic, approachable & motivated Reliable Able to work to a detailed schedule	E E E E E E E	D D D D E E E
OTHER REQUIRMENTS		
Ability to be flexible e.g. Cover colleagues absences, Change shifts at short notice. Ability to follow Trust and Departmental Policies and procedures.	E E	E E

WORKING CONDITIONS/HAZARDS		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
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)	N				
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)	Y		x		
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	N				

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JOB DESCRIPTION

JOB DETAILS

Job Title	Retail Catering Assistant
Reports to	Catering Supervisor/ Catering Team Leader
Band	2
Department/Directorate	Catering Department, Estates and Facilities Management (EFM) / Finance

JOB PURPOSE

Working for the Catering department the post holder will be required to work in Retail Catering and the Patient Meal Service. The post holder will be required to provide a polite, courteous and helpful service to all customers, including patients and staff.

The post holder will work as an integral part of the ward team ensuring a high quality service to patients. They will be responsible for the co-ordination of all patient food and beverage services in accordance with the NPSA Nutritional Guidelines, 2009.

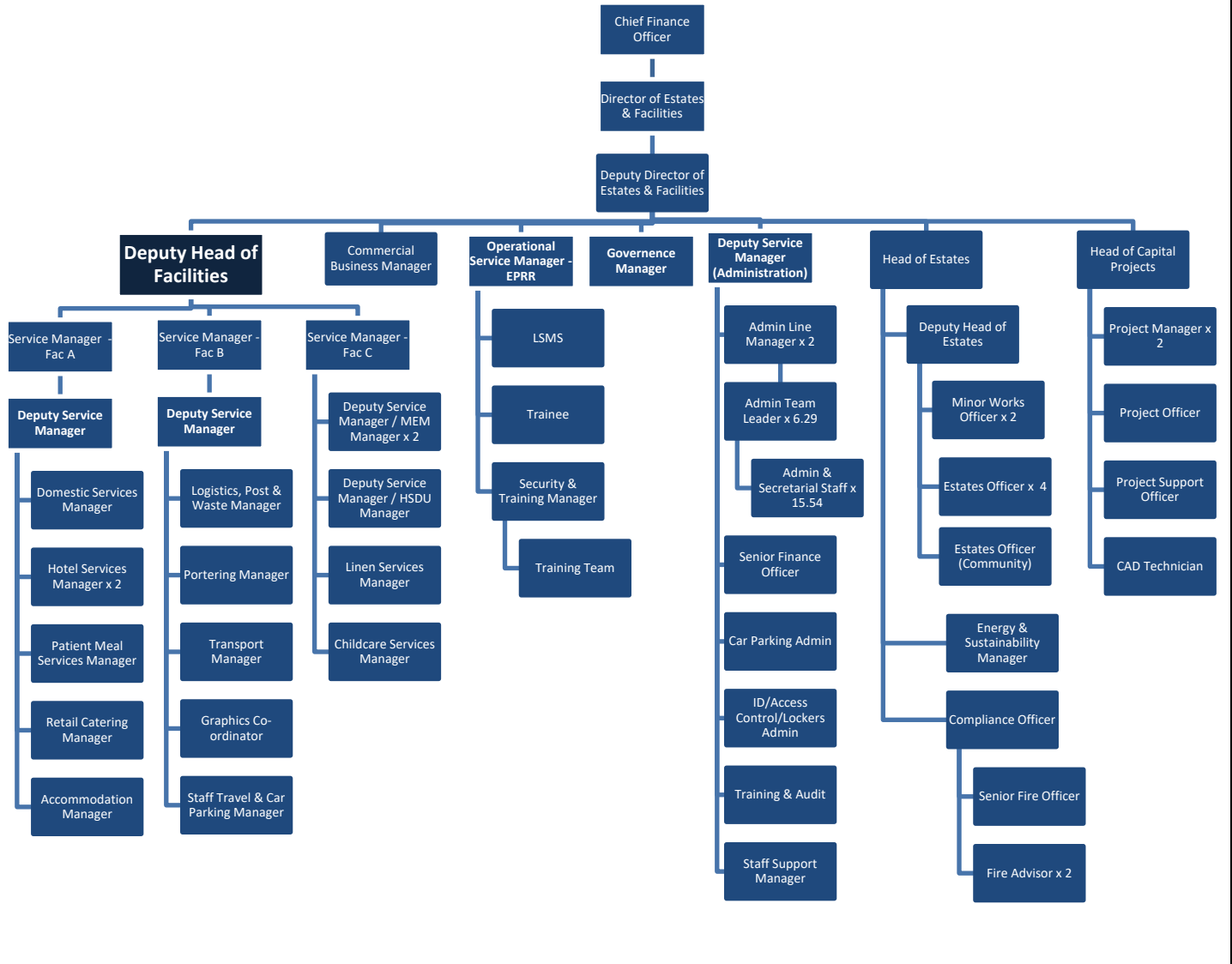
While working in the Patient Meal Service the main elements of the role are ensuring the delivery of food and beverage services to patients throughout the day.

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.

KEY WORKING RELATIONSHIPS

- Catering Supervisors
- Catering Management
- Facilities Service Manager/s
- Head of Facilities Management
- All staff using the catering facilities
- Ward Matrons
- Ward Housekeepers
- Patient Meal Service Manager / Supervisors / Catering Assistants
- Domestic Manager / Supervisors / Quality Assurance Team / Domestic Assistants
- Multi-disciplinary ward team
- Patients

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

COMMUNICATION/RELATIONSHIP SKILLS

- Communication with colleagues, patients, staff and visitors who use the Trust's catering facilities to provide and receive routine information in regard to menu changes and dietary information.
- To ensure, in conjunction with the Ward Housekeeper or Matron/ nurse in charge, that patients are provided with appropriate beverages at the agreed regular intervals throughout the day.
- To encourage and assist patients to order food (on a daily menu card), ensuring that the menu cards are returned to the Catering department by the required time.
- Liaise with Ward Housekeeper or in their absence the nurse in charge, on all aspects of the patients' meal and beverage service and associated duties including any special dietary requirements.

ANALYTICAL/JUDGEMENTAL SKILLS

- To work as a productive member of the whole catering team with a flexible attitude to the work and be sensitive to other colleague's requirements
- To use your initiative and ensure you maximise sales and highlight any issues.
- Report any estates faults to your immediate Supervisor.
- To serve meals in conjunction with the Ward Housekeeper and nursing team, ensuring patients' dietary needs are met through correct portion control.

PLANNING/ORGANISATIONAL SKILLS

- To prepare food counters & display units in readiness for service at any of the Trust's catering outlets.
- To bake and cook food products in readiness for service.
- To plan and prepare food and beverage trolley's for pre-booked functions.
- To prepare hot/cold beverages including appropriate trolley/equipment and ensure that all beverages are served at the correct temperature according to food hygiene regulations.
- Where appropriate to regenerate meals as per the procedure.
- To ensure in conjunction with the ward nursing staff that meal requirements for discharged patients are cancelled and newly admitted patients' meal requirements are actioned promptly.
- To co-ordinate extra meal requirements that may arise in conjunction with the Ward Housekeeper or Nurse in Charge.

PHYSICAL SKILLS

- Assist in food and beverage preparation as required in the area of work, including producing salads, wrap cakes, prepare potatoes, tinned fruit and jacket potato fillings.
- To receive goods and supplies and place correctly in appropriate storerooms.
- To re-stack shelf supplies as required ensuring stock rotation principles are followed.
- To prepare, deliver and serve at functions, if required.
- Load regeneration trolley with hot / cold food as necessary. Monitor and record hot and cold food temperatures before leaving the central Catering department.
- Collect and return regeneration trolley to the central Catering Department.
- Ensure that, at the end of every meal and beverage service, that all cutlery, crockery and condiments are removed from the patient area and correctly stored, disposed of or stacked ready for washing.
- To wash equipment/utensils used in the preparation, regeneration, and serving of food and beverages (some items are to be returned to the main catering department).
- Operate the dish washing machine and carry out daily cleaning.

PATIENT/CLIENT CARE

- Contact with Patients to provide food information and assist with ordering food.
- Assist with feeding patients, as and when required.
- To ensure patients whose fluid intake is not medically restricted have access to fresh water as directed by the nursing team.

- Serve meals/snacks/beverages to patient, staff and visitors.

POLICY/SERVICE DEVELOPMENT

Post holder will be required to work to all Trust Policies and procedures in their role to include the following:

- To wear appropriate dress & shoes to ensure adherence to Health & Safety requirements and to follow the requirements of the uniform policy. This includes the correct personal protective equipment when undertaking meal service and cleaning duties.
- Upon receipt of the regeneration trolley at ward level, ensure that the regeneration procedure is followed to ensure food is held at the correct temperature both prior to and during service.
- To maintain the ward kitchen hygiene standards, ensuring it is clean and tidy at all times.
- To ensure good practice in relation to the stock rotation and the recording / discarding of out of date food.
- To monitor and record fridge temperatures daily in accordance with food safety regulations and report problems as appropriate.
- To ensure refrigerated food is labelled and stored correctly.

FINANCIAL/PHYSICAL RESOURCES

- Operate the electronic tills and handle cash.
- To receive goods and supplies and place correctly in appropriate storerooms.
- To re-stack shelf supplies as required ensuring stock rotation principles are followed.
- To inform the ward clerk / Catering Department of any supplies that are required from EROS by ensuring that the appropriate catering stores order forms are completed and returned to the Catering department or the Ward Clerk in a timely manner.

HUMAN RESOURCES

- 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.
- To participate in Trust and Departmental training to meet minimum operational standards.
- To participate in performance review.
- To wear correct clothing and equipment to adhere to Health & Safety guidelines.
- To adhere to all health and safety guidelines within the work place using the correct reporting procedures as required.
- To prepare, cook and despatch all food to the highest possible standards in line with standardised recipes and departmental guidelines.
- To ensure food is correctly prepared and cooked within professional guidelines and within Hygiene and Health and Safety procedures.

INFORMATION RESOURCES

- Post holder will be required to process own time sheet (clocking in card) and any other work related records, as and when required.
- Monitor and record regenerated food temperatures prior to and during service in accordance with food safety regulations and take corrective action where necessary if food does not reach the required temperature.

RESEARCH AND DEVELOPMENT

- The Post holder will be required to complete audits and surveys as and when required, e.g. staff survey.

FREEDOM TO ACT

- Post holder will required to work in line with health, hygiene, food preparation and cooking procedures and Trust Policies, as directed by the Catering Supervisor.

OTHER RESPONSIBILITIES

Cleaning:

- To ensure that the ward kitchen is kept clean and tidy at all times.
- To use appropriate equipment/machinery/chemicals to clean all surfaces in accordance with instructions so as to ensure that a clean and hygienic environment is maintained.

General:

- 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.
- 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, including hand washing, barrier / terminal cleans and colour coding of cloths, mops and buckets.
- To maintain effective working relationships.
- To foster people's equality, diversity and rights.
- To display a formal Trust ID badge at all times whilst on duty.
- To participate in an annual performance review (which could be held jointly between Catering Services and the Ward Housekeeper in some circumstances).
- To maintain complete confidentiality with regard to patient issues.
- To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling.
- To contribute to and work within a safe working environment.
- Where appropriate to the grade, undertake such duties as deemed necessary as directed by the Catering Supervisor, Ward Housekeeper, Nurse in Charge or Ward Matron in order to assist the catering / ward team in ensuring that patients' / visitors needs are met.
- Postholder may also be required to work in other Facilities Support Services Assistants roles as and when required, for example, in the event of a major incident or adverse weather event.

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.

APPLICABLE TO MANAGERS ONLY

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We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a

way which recognises and respects this diversity, in line with the appropriate standards.

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POST	Chef
BAND	2

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Good Basic Education, GCSE A –D including Maths and English or equivalent Food Safety Certificate Level 2 or in progress of obtaining	E	D
KNOWLEDGE/SKILLS Knowledge of a range of catering industry procedures including food preparation, cooking food and food safety. Customer Service - able to demonstrate experience Ability to work on own & use initiative Demonstrate an understanding of the concept of quality Demonstrate an understanding of the importance of hygiene and safety	E E E E E	
EXPERIENCE Experience of working within in a food service environment Experience of working within health and safety guidelines Experience of working with members of public Confident in using catering equipment Experience of working within a customer facing role Experience of working within a team	E E E E E	D
PERSONAL ATTRIBUTES Able to work as a team member Good interpersonal skills and communicator Ability to work within a busy environment where flexibility may be needed Good customer service skills	E E E E	
OTHER REQUIRMENTS Commercially aware/customer focussed Ability to work under pressure Ability to work within large and small teams Ability to follow departmental regulations and assimilate training	E E 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				✓
Exposure Prone Procedures	N				
Blood/body fluids	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				✓
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)	Y			✓	
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	N				
Driving	Y			✓	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	✓			
Mental Effort	Y				✓
Emotional Effort	Y			✓	
Working in isolation	N				
Challenging behaviour	Y			✓	

