

“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”

J O B D E S C R I P T I O N

JOB DETAILS	
Job Title	Facilities Services Assistant (Deep Clean Team)
Reports to	Community Facilities Supervisor/Assistant Community Facilities Manager
Band	2
Department/Directorate	Estates and Facilities Management (EFM) / Finance
JOB PURPOSE	
<p>To work as part of the Facilities Services Deep Clean Team to carry out a range of duties associated with the provision of professional cleaning and patient support activities. 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> <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>You will be based at the Royal Devon Hospital at Wonford and also provide a Deep Clean Service to the community hospitals in the Mid, Exeter & East Devon areas (specifically the in-patient hospitals in Tiverton, Exmouth and Sidmouth). At all times the position demands the respect for patient privacy, dignity and confidentiality.</p> <p>The post holder is expected to comply with Trust Infection Control Policies and conduct their self at all times in such a manner as to minimise the risk of healthcare associated infection.</p>	
KEY WORKING RELATIONSHIPS	
<ul style="list-style-type: none"> • Ward/Department staff and patients (if appropriate) • Facilities Services Assistants, Team Leaders and Coordinators/Supervisors • Assistant Community Facilities Manager and Community Facilities Manager • Nursing Staff/Clinical Teams • Facilities Management Team • Patients and Visitors • Other colleagues in the Trust <p>The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. Basic literacy skills are required with an ability to communicate verbally.</p>	

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To follow guidance and training (training is provided which is specific to the Facilities Services role.)
- To act within a remit of knowledge and always seek advice if unsure about any activity.
- Work within agreed task schedules to ensure correct segregation of cleaning and catering activities.
- To comply with cleaning and infection control colour coding at all times.
- To ensure that all equipment and materials are used and stored safely in compliance with COSHH regulations and Health and Safety requirements, ensuring use of warning signs in relation to carrying out duties (especially wet floor signs).
- Follow Trust security procedures in relation to the security of keys and access codes as you go about your duties. Ensure windows and doors to an area are closed/locked as appropriate after you have completed your work.
- To observe health and safety, food hygiene legislation and hospital Trust policies and procedures at all times, reporting any faults, defects, pest infections or operational issues to the relevant persons.

COMMUNICATION/RELATIONSHIP SKILLS

- Maintain good working relations with colleagues (work as a team).
- Staff must conduct themselves in a professional manner at all times and be aware of patient's dignity and privacy when it comes to their personal information.
- All staff will be mindful to give assistance and wherever possible to help with any queries raised by patient, visitors or staff (ask the nursing staff or department staff if unsure).
- During the course of his/her duties the post holder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
- Cooperate with the management team within the Trust to implement change for the improvement of the service (cleaning of a bed space may take priority if patient admission is required).

- To be able to work independently and as part of a team and be able to prioritise own workload to meet the needs of the ward/department (meal service times take priority at certain times a day).
- To be able to communicate and have good customer care skills.

ANALYTICAL/JUDGEMENTAL SKILLS

- Use and care of approved cleaning materials and equipment at all times, in accordance with the operator instructions (microfibre cleaning cloths).
- Restocking of all products.

PLANNING/ORGANISATIONAL SKILLS

Cleaning Service Duties

- Carry out routine cleaning duties at the prescribed times and in compliance with the specific ward/department policies and procedures at all times.
- Collect refuse bags, place at disposal point and reline bins (as per Trust policies and procedures).
- To ensure any cleaning rectification is undertaken promptly and thoroughly within the agreed timescale and standard.
- Specific cleaning tasks include, but may not be limited to, all of the following:
 - Vacuuming and mopping of floors
 - Cleaning of furniture and fittings including beds, lockers and chairs etc.
 - Cleaning of bathrooms, toilets and sluices
 - High and low level cleaning of ledges, window sills and curtain rails etc.
 - Replenishing of soap, hand towels, toilet paper and other consumables
 - Cleaning of glass partitions and mirrors
 - Mechanical maintenance of floors including scrubbing, buffing and carpet cleaning at agreed frequencies
 - Mop laundering
 - Steam cleaning, taking care not to set off the smoke alarm detectors
 - Changing of window and cubicle curtains as per the Trust procedures.
 - To undertake terminal and deep cleans for bed spaces, side rooms and bays as required.
- Other duties associated with this role may include: (these activities may be shift/site specific).
 - To collect and deliver mail
 - Duties associated with the cleanliness of the exterior area eg bins and car park roads
 - Deliver/Replenish gas cylinders as required.
 - Distribution of linen to wards and associated areas and other laundry duties as required, including the operation of washing machines and dryers and the treatment/disposal of dirty laundry.
 - Assist with the unloading of supplies and distribution to departments.

PHYSICAL SKILLS

- Required, following training, to operate and move equipment within own work area. (Some lifting and stretching, and high and low level work is required)
- 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.

PATIENT/CLIENT CARE

- Needs to have effective communication and customer care skills.
- High standards of personal hygiene. Staff are responsible for laundering their own uniform.
- To comply with any specific infection control or management instruction in respect of specific cleaning needs including terminal and infection cleans.
- 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.
- Seek nursing/department intervention if in doubt.

POLICY/SERVICE DEVELOPMENT

- The post holder is required to familiarise and comply with all relevant Trust policies and procedures.
- To have knowledge of, adhere to and carry out all COSHH policies and associated standard operating procedures.
- Employees must participate in the required training and attend and participate in departmental or other meetings as required.

FINANCIAL/PHYSICAL RESOURCES

- Safe use of equipment and materials for own work area.

HUMAN RESOURCES

- Work as part of a team.
- The post-holder will provide guidance to new starters as and when requested to do so.
- To foster people's equality, diversity and rights.

INFORMATION RESOURCES

- To record some information e.g to confirm flushing of taps in 'unused' areas of the Trust has been carried out.

RESEARCH AND DEVELOPMENT

- May be asked to participate in a trial of new products eg handtowels or participate in Trust 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. 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 appraisals

To undertake any training required in order to maintain competency including mandatory training

To contribute to and work within a safe working environment

The post holder is expected to comply with the Trust infection control policy and conduct themselves 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

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:

- Compassion
- Integrity
- Inclusion
- Empowerment

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.

PERSON SPECIFICATION

POST	Facilities Services Assistant		
BAND	2		
Requirements	Essential	Desirable	
QUALIFICATION/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 or equivalent relevant experience. NVQ Level 1/2 (cleaning and support services or equivalent) Willing to undertake training relevant to the post 	E		
	E	D	
KNOWLEDGE/SKILLS			
<ul style="list-style-type: none"> Working as part of a team Good communication and organisational skills General domestic and cleaning procedures Computer skills (<i>for using emails and undertaking training</i>) Ability to follow instruction and internal processes Ability to bend, stretch and lift items and push/move equipment and furniture Safe handling of cleaning agents (<i>COSHH</i>) Ability to use cleaning tools and assemble/dismantle cleaning equipment 	E		
	E	D	
	E		
	E	D	
	E	D	
EXPERIENCE			
<ul style="list-style-type: none"> Previous experience of cleaning Previous healthcare experience Previous customer service background 		D	
	E	D	
PERSONAL ATTRIBUTES			
<ul style="list-style-type: none"> Be able to conduct themselves in a professional manner at all times Able to work independently and as part of a team with the ability to prioritise work and adapt to schedule changes at short notice Enthusiastic, approachable, motivated and reliable To be able to cope with frequent exposure to high temperatures and cleaning agents, at times unpleasant working conditions such as cleaning toilets and exposure to body fluids. 	E		
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OTHER REQUIRMENTS			
<ul style="list-style-type: none"> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to drive to other locations as required (<i>Trust vehicle provided</i>) Ability to deal with clinical waste, smells and bodily excretions and fluids (clinical environment) Ability to work shift patterns including weekends 	E		
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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)	N				
Driving	Y			X	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			X	
Mental Effort	Y		X		
Emotional Effort	Y	X			
Working in isolation	N				
Challenging behaviour	Y	X			