

“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	Domestic Assistant
Reports to	Domestic Services Manager
Band	2
Department/Directorate	Domestic Services / Facilities Management

JOB PURPOSE

The post holder will work as an integral part of the ward team ensuring a high quality service to patients.

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.

The service of breakfast to patients (food & beverages).

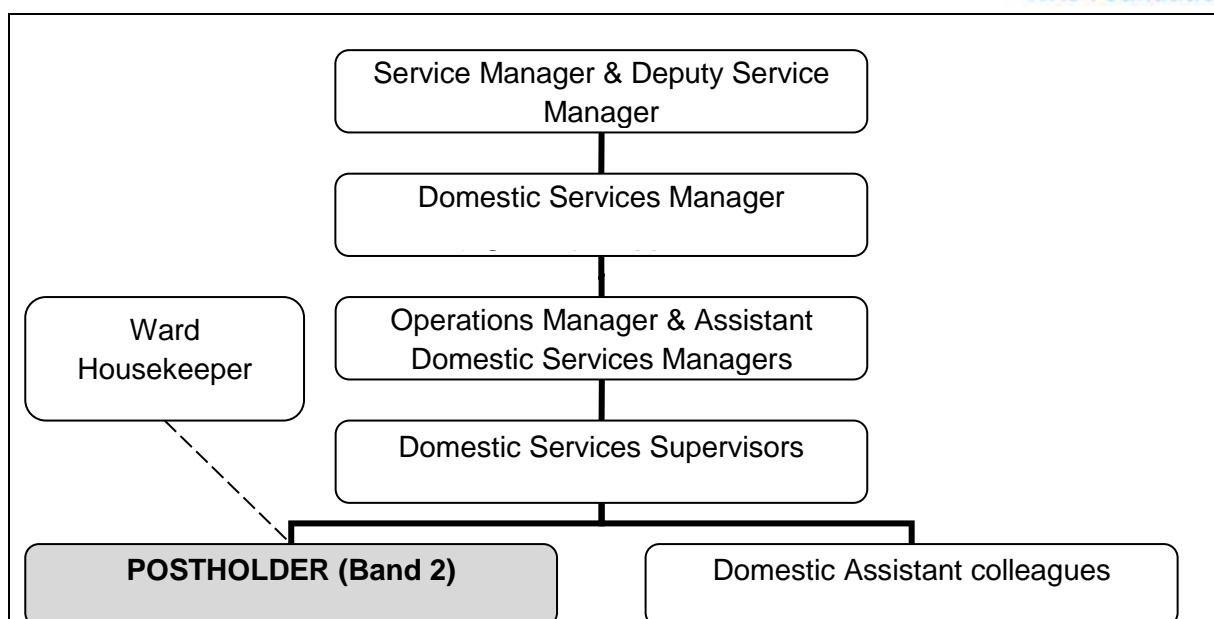
The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

To 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.

KEY WORKING RELATIONSHIPS

- 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



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The post holder will work as an integral part of the ward team ensuring a high quality service to patients.

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.

The service of breakfast to patients (food & beverages).

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.

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.

PERSON SPECIFICATION

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

COMPETENCY REQUIREMENTS To be completed for all new positions

Please tick which of these essential learning s is applicable to this role.

(NB those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Manual Handling – Two Year		<input checked="" type="checkbox"/>	Blood Transfusion	BDS18 collection	<input type="checkbox"/>	Consent Training	<input type="checkbox"/>
Equality & Diversity – One-Off requirement		<input checked="" type="checkbox"/>		BDS 19 & 20 Preparing & Administering	<input type="checkbox"/>	VTE Training	<input type="checkbox"/>
Fire	Annual	<input checked="" type="checkbox"/>		BDS 17 Receipting	<input type="checkbox"/>	Record management and the NHS code of practice	<input type="checkbox"/>
	Two Yearly	<input checked="" type="checkbox"/>		Obtaining a blood sample for transfusion	<input type="checkbox"/>	The importance of good clinical record keeping	<input type="checkbox"/>
Harassment & Bullying (Self Declaration – One off requirement)		<input checked="" type="checkbox"/>		Annual Update	<input type="checkbox"/>	Antimicrobial Prudent Prescribing	<input type="checkbox"/>
Information Governance		<input checked="" type="checkbox"/>	Safeguarding Adults Awareness	Clinical Staff	<input type="checkbox"/>	PUCLAS	<input type="checkbox"/>
Infection Control/Hand Hygiene	Annual requirement	<input checked="" type="checkbox"/>		Non Clinical Staff	<input type="checkbox"/>	Mental Capacity/DOL's	<input type="checkbox"/>
	One-Off requirement	<input type="checkbox"/>	Safeguarding Children	Group 1	<input type="checkbox"/>	Investigations of incidents, complaints and claims	<input type="checkbox"/>
Conflict Resolution – 3 yearly		<input checked="" type="checkbox"/>		Group 2	<input type="checkbox"/>	Waterlow	<input type="checkbox"/>
Clinical Waste Management	Application principles for clinical staff	<input type="checkbox"/>		Group 3	<input type="checkbox"/>		<input type="checkbox"/>
	Application principles for housekeeping, portering and waste staff	<input checked="" type="checkbox"/>		Group 4	<input type="checkbox"/>		<input type="checkbox"/>
	Application principles for Non-clinical waste handlers (Basic)	<input type="checkbox"/>		Group 5	<input type="checkbox"/>		<input type="checkbox"/>
Falls, slips, trips & falls	Patients	<input type="checkbox"/>		Group 6	<input type="checkbox"/>		<input type="checkbox"/>
	Staff/Others	<input checked="" type="checkbox"/>		Not mapped this one	<input type="checkbox"/>		<input type="checkbox"/>
Control & Restraint Annual		<input type="checkbox"/>		Group 8	<input type="checkbox"/>		<input type="checkbox"/>

