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***“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** | Facilities Services Assistant |
| **Reports to** | Facilities Services Supervisor |
| **Band** | 2 |
| **Department/Directorate** | Facilities Services, Facilities Management |

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| **JOB PURPOSE** | |
| The post holder will work as an integral part of the Hospital Facilities team ensuring a high quality service to patients.  The main elements of the role are ensuring the delivery of general environmental cleaning in all areas of the hospital.    To provide a breakfast, lunch and supper service 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 Matron * Ward Sister/Charge Nurse * Multi-disciplinary ward team * Patients * Facilities Services Assistants, Team Leaders, Coordinators * Facilities Management | |

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| **ORGANISATIONAL CHART** |
| Facilities Operations Manager  Facilities Services Supervisor  Facilities Services Team Leader  Post Holder |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | |
| * The post holder will work as an integral part of the Hospital Facilities team ensuring a high quality service to patients and hospital environment. * The main elements of the role are ensuring the delivery of general environmental cleaning in all areas of the Hospital including responsibility for the cleaning of wards, all sanitary areas such as toilets, bathrooms, showers and sluice rooms. Daily and weekly cleaning of patient equipment. * The service of breakfast, lunch and supper to patients (food & beverages). * The removal of linen and waste to Trust appointed storage areas. * To undertake any Facilities Services duties as deemed appropriate to the grade. * To lock/unlock the sites as and when required as detailed in the relevant procedure. | | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | | |
| * To attend and participate in ward meetings and staff Comm cells. * To maintain effective working relationships * Staff must conduct themselves in a professional manner at all times and be aware of patient’s dignity and privacy when it comes to their personal information. * 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). | | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | | |
| * To report faults on machinery and equipment to Facilities Services Supervisor as well as damage, faults etc. to the fabric of the building to Ward Housekeeper or Ward Matron. * Carry out breakfast, lunch and supper food service whilst observing best practice guidelines and operating procedures relating to specific dietary requirements due to allergens, intolerances or cultural and religious beliefs. * HACCP checks, temperature probing and recording prior to meal service. | | |
| **PLANNING/ORGANISATIONAL SKILLS** | | |
| * To complete the daily and weekly cleaning tasks as specified by the allocated cleaning schedule and jobs assigned sheet.      * 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 Facilities Service 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. * To prepare hot and cold food & beverages and deliver the patient meal service inline with local procedure, including the use of appropriate trolley/equipment and ensuring that all food & beverages are served at the correct temperature according to food hygiene regulations. * Place frozen meals in regeneration trolley and heat in accordance with procedures and guidance * Clearing after meals and washing up (operation of dishwasher). * 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. | | |
| **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. * Required, following training, to operate and move equipment within own work area not exceeding 15kg. (Some lifting and stretching, and high and low level work is required) | | |
| **PATIENT/CLIENT CARE** | | |
| * Distribute menu cards to patients. Following counter signature by nursing staff ensure the patient receives the food choice as marked on the menu card. Any discrepancies raise with the nursing team. * 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 Facilities Management, 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 and Facilities Management. | | |
| **POLICY/SERVICE DEVELOPMENT** | | |
| * To have knowledge of, adhere to and carry out all COSHH policies and associated standard operating procedures. * The post holder is required to familiarise and comply with all relevant Trust policies and procedures. * To understand the Trust food safety plan and follow HACCP principles | | |
| **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** | | |
| * May be asked to participate in a trial of new products eg handtowels or participate in Trust staff surveys. | | |
| **FREEDOM TO ACT** | | |
| * To participate in patient satisfaction surveys as 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.  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. | | |

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| **POST**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | Hotel Services Assistant |
| **BAND** | 2 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  **•** Good general education  • Basic food handling hygiene certificate  • NVQ Level 1/2 (cleaning and support services or equivalent) |  | D  D  D |
| **KNOWLEDGE/SKILLS**  • To follow guidance and training provided  • Ability to follow instruction  • Requirements of following good hygiene practices to ensure safe food  • Take into account individual patient needs in consultation with nursing staff  • Managing stock effectively eg dated products  • Safe handling of cleaning agents – COSHH  • Good communication and organisational skills  • Ability to use cleaning tools and assemble/dismantle cleaning and catering equipment  • Sound back and generally fit and healthy to bend, stretch and lift items and push/move equipment and furniture.  • General domestic and catering/cleaning procedures  • Safe manual handling techniques  • Using email and the internet for training purposes  • Basic literacy skills | E  E  E  E  E  E  E  E  E  E  E | D  D |
| **EXPERIENCE**  **•** Previous experience in catering/cleaning  • Working with people in a care setting  • Customer service background  • Evidence can communicate well  • Evidence of working as part of a team  • Adaptability to change  • Physical Abilities  • Ability to use cleaning tools and assemble/dismantle cleaning and catering equipment  • Sound back and generally fit and healthy to bend, stretch and lift items and push/move equipment and furniture  • Ability to comply with service requirements | E  E  E  E  E  E | D  D  D  D |
| **PERSONAL ATTRIBUTES**  • Good communication skills and in some cases the personality to work in a ward environment  • Must conduct themselves in a professional manner at all times  • Able to work independently and have the ability to prioritise work/adapt to change.  • Good sense of humour/friendly, happy personality reliable and trustworthy  • Reliable and trustworthy  • Able to work as a team member  • High standards of personal hygiene  • To be able to cope with frequent exposure to high temperatures and cleaning agents, at times unpleasant working conditions such as cleaning toilets and exposure to body fluids. | E  E  E  E  E  E  E | D |
| **OTHER REQUIRMENTS**  **•** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  • Ability to travel to other locations as required  • Ability to deal with clinical waste, smells and bodily excretions and fluids (clinical environment) | E  E | D |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **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 |  |  |  |  |