

Job Description:

Domestic Assistant

Function:	HEALTHCARE
Job:	DOMESTICS
Position:	Domestic Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Ryan Jones
Additional reporting line to:	Operations Manager- Domestics & Logistics
Position location:	Hereford County Hospital

1. Purpose of the Job

– State concisely the aim of the job.

- To ensure cleanliness of the hospital, as per the contract.
- To carry out cleaning tasks as requested to the standard required.

2. Dimensions

– Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type: n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
		EBIT margin:	tbc						
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics ▪ Add point

3. Organisation chart

– Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

Operations Manager
 Supervisor
 Domestic Assistants

4. Context and main issues

– Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Working around others in the same environment e.g. medical staff, patients etc
- Some employees may find the hospital environment distressing

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Carry out all cleaning duties at the prescribed times and in compliance with the specific ward/department policies and procedures at all times.
- Use and care of approved cleaning materials and equipment at all times in accordance with the operator instructions.
- Ensure that all equipment and materials are used and stored safely in compliance with COSHH regulations.
- Undertake all cleaning duties in a safe manner using hazard signs as appropriate.
- Specific duties will include but may not be limited to all the following:-
 - Vacuuming, mopping and scrubbing of floors
 - Cleaning of furniture and fittings including beds, lockers, chairs etc
 - Cleaning of bathrooms and toilets
 - Disposal of waste including domestic and clinical
 - High and low level cleaning of ledges, window sills, curtain rails etc
 - Replenish of soap, hand towels, toilet paper
 - Cleaning of glass partitions and mirrors
- As required and under supervision respond to requests for ad-hoc cleaning, complying with any specific infection control or management instruction in respect of specific cleaning needs.
- Acting within remit of knowledge and always seeking advice if unsure in a polite, cheerful and friendly manner when dealing directly with patients and visitors.
- Follow trust security procedures in relation to the security of keys and access codes
- Observing patient confidentiality at all times
- Report defects in buildings or signs of infestations
- Using all PPE as required. These may include aprons, gloves, masks and headwear and scrub suits.
- Maintain a high standard of personal hygiene and be presentably dressed at all times wearing the correct uniform and identification.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Work in a safe manner following all Health and Safety guidance
- Achieve cleaning standards required
- Maintain a happy healthy environment for all

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Ability to follow instructions at all times
- Good customer service skills
- Empathy with patients and visitors
- Ability to deal with patients and visitors
- Ability to deal with clinical waste smells and bodily excretions/fluids and dirt.
- Ability to work safely at all times
- High standards of personal hygiene
- Ability to work as part of a team
- Basic literacy skills

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none">■ Growth, Client & Customer Satisfaction / Quality of Services provided	<ul style="list-style-type: none">■ Rigorous management of results
<ul style="list-style-type: none">■ Health and safety Awareness	<ul style="list-style-type: none">■ Brand Notoriety
<ul style="list-style-type: none">■ Employee Engagement	<ul style="list-style-type: none">■ Learning & Development

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			

Name:

Signed

Date: