

DOMESTIC ASSISTANT – JOB DESCRIPTION AND PERSON SPECIFICATION

Position Title	Domestic Cleaner/ Domestic Assistant / Healthcare Cleaner	Department	Domestic Services
Generic Title	Domestic Assistant		
Reports to	Domestic Supervisor		

Domestic Services Manager

Domestic Supervisor

Domestic Assistant

Job requirements

- Maintain a clean, safe and hygienic patient environment in line with the National Specifications for Cleanliness
- Be courteous, helpful and efficient, ensuring high standards of customer care and demonstrating commitment to a positive patient experience
- Deliver a cleaning service in accordance to work schedules and in line with Sodexo and Trust policy
- Seek to raise standards and improve service quality

Job purpose

- Ensure patients receive care in an environment that is clean, safe, caring and welcoming all of the time
- Ensure that the risk of healthcare associated infections are minimised

Accountabilities “what you have to do”

Cleaning Specific

- Carry out routine cleaning tasks at the schedule time, in a specified area and in accordance with all relevant policies and procedures
- Maintain high standards of cleanliness throughout the area of responsibility
- Empty and dispose of domestic and clinical waste in accordance with the Trust’s infection prevention and control & waste disposal policies
- Replenish consumables (i.e. paper towels, toilet rolls, soap, etc)

- Store and use cleaning equipment and materials safely and efficiently and in compliance with COSHH
- Use only approved cleaning equipment and materials in accordance with training and instructions provided
- Undertake all cleaning duties in a safe manner, using PPE and hazard signs as appropriate
- Liaise with clinical staff in order to deliver a patient focused service
- Be vigilant and report care and estate issues to your supervisor
- Under supervision, respond to any ad-hoc cleaning requests on-site complying with infection prevention and control and/or management instruction
- Comply with Trust and Sodexo policy and deliver patient promises

Specific domestic cleaning duties may include, but may not be limited to all of the following:

- Collection and movement of refuse
- Cleaning of sanitary areas, floors, all surfaces, furniture and fittings
- Replenishment of cleaning supplies and other consumables (hand towels, toilet rolls and soap)
- Assist with stripping and sealing floors
- Changing curtains
- Dishwashing
- Bed cleaning
- Maintenance and stock control of cleaning equipment and materials
- Use of electrical cleaning machines
- Use of correct cleaning products and equipment for the specific tasks
- At the discretion of the line manager, carry out cleaning duties in any other area of the hospital, as and when required

Customer care

- Communicate in a polite, clear and timely manner with customers
- Demonstrate a caring, compassionate and positive attitude to patients, staff and visitors at all times
- Work as team with Sodexo managers, supervisors, client employees and colleagues
- Listen, empathise and work diligently to answer any queries raised by patients, visitors and employees
- Dress in the correct uniform, including name badges, and appear professional at all times
- Display professional conduct and protect patient's privacy and dignity

Compliance to policies and procedures

- Participate in the required Company and Trust training programmes in line with the development of the post and as agreed with the line manager as part of personal development plan
- Complete all audit and quality monitoring documentation as required
- Maintain patient confidentiality at all times
- Adhere to all legislation and Sodexo and Trust policies & procedures

- Minimise the risks of infection to patients and employees in accordance with national and Trust infection prevention & control policy

Health & Safety

- Take care of personal safety and the safety of others
- Report any health & safety concerns to management
- Use all equipment or personal protective equipment in the appropriate manner. This may include gloves, aprons, masks, headwear and scrub suits
- Report any accidents or near misses to the appropriate management and complete the appropriate incident/accident report forms

Communication

- Communicate both verbally and in writing with Ward Managers and the clinical team and Sodexo Management

The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment.

Working environment and effort required

Mental effort

- Routine work with occasional interruptions to deal with ad hoc requests.

Physical effort

- Active and prolonged periods of physical work. Frequent bending and stooping. Moving of equipment and light furniture.

Emotional effort

- Those working in patient areas, mortuary, pathology etc. will be exposed to clinical activities and the conditions of those areas

Working conditions

- Frequently unpleasant. Exposed to dirt, clinical waste, smells, and bodily excretions. Some chemicals can be dangerous if used incorrectly.
- Ensure patients receive care in an environment that is clean, safe, caring and welcoming all of the time
- Ensure that the risk of healthcare associated infections are minimised

Key Performance Indicators “What it will look like when you are doing the job well”

- Comply with Trust, Company and statutory regulations relating to Safe Systems of Work, health & safety, hygiene, cleanliness, fire and COSHH
- Achieve target cleanliness scores
- Work to agreed schedule
- Store and use materials and equipment correctly
- Respond to requests within agreed timescales
- High levels of patient and staff satisfaction
- No incidents or complaints relating to your contribution to service delivery
- Deliver a service consistent with Sodexo standards and client specification

Person specification

	Essential	Desirable
Qualification		■ NVQ Healthcare support services, BICSc CPSS
Experience	■ Working within a cleaning team, dealing with waste, smells, bodily excretions and dirt	■ Previous experience working in a healthcare environment ■ Previous experience working in a customer facing role
Behaviours	■ Show empathy, care and compassion (C) ■ Ability to communicate effectively with patients, visitors, colleagues, clients (C) ■ Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations (A) ■ Ability to adhere to instructions, standards and procedures (A) ■ Ability to build relationships and show respect for other people (R) ■ Positive attitude and enthusiasm (E) ■ Ability to work as part of a team (S) ■ Excellent customer service skills (S)	
Knowledge	■ Basic literacy	
Physical capability	■ Physically able to push a cleaning trolley and move light furniture ■ High standard of personal hygiene	

This position requires a satisfactory criminal record check

Version		Date	
Document owner			