

Job Description: Domestic Assistant

Function:	Housekeeping Services
Position:	Domestic Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Domestic Supervisor: also accountable to Head of Service Delivery and contract management team
Additional reporting line to:	Head of service delivery and contract management team
Position location:	Ipswich Hospital

1. Purpose of the Job – State concisely the aim of the job.
Provide a high quality, timely, responsive and pro-active domestic service to meet the needs of the wards and departments, ensuring removal of dust, dirt, debris and liquids to prevent the spread of infection, as well as preserve the life of the building, fabric and furnishings: ultimately, providing a clinical and / or socially acceptable hospital environment which includes wards, departments and public areas.

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

- Carry out all routine cleaning duties at the prescribed times and in compliance with the specific ward / department policies and procedures at all times including any changes to methods or frequencies of work scheduling.
- Liaise with ward staff in any regard concerning services to the patients: e.g. maintenance issues, requests, etc.
- 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 of the following:
 - Vacuuming, mopping, scrubbing, buffing and polishing of floors.
 - Cleaning of furniture and fittings including beds, lockers, chairs, commodes, 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.
 - Replenishing 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 helpful, 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.
- Report defects in buildings or signs of infestation.
- Use all PPE as required. These may include gloves, aprons, masks, and headwear and scrub suits.
- Maintain a high standard of personal hygiene.

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

Conduct:

- Be correctly dressed in the correct uniform at all times and to ensure that all domestics are also dressed correctly at all times. This specifically includes the wearing of Sodexo name badges and Trust identity cards and to ensure that both are clearly visible at all times.
- Staff must conduct themselves in a professional, polite, courteous and appropriate manner and attitude towards patients and maintain their dignity at all times, including privacy when it comes to their personal information.
- All domestics staff will be mindful to give assistance and wherever possible to help with any queries raised by patients, visitors and staff.

Polices and Procedures:

- The postholder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.
- Ensure safe practice to minimise the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy.

Training:

- Participate in required company and Trust training.

4. 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.

Quality:

- Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.

Health and Safety:

- Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy.
- Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident / accident report forms.

Confidentiality:

- During the course of his / her duties, the postholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.

5. 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.**IRREGULAR DUTIES:**

- Attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, or other irregularities and complete the necessary return and / or reports.
- Attend meetings and training courses as requested.

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

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.**Education/Experience**

- Manual handling training
- Basic literacy skills
- Effective communication and customer care skills with patients, visitors, customers, clients and staff
- Ability to work safely at all times

Personal Qualities

- Empathy with patients and visitors
- Ability to follow instruction all of the time
- High standards of personal hygiene
- Ability to work independently and as part of a team
- Ability to deal with stressful situations
- Positive approach to learning in role and identifying own training needs as appropriate
- Flexible approach to the role

7. Organization chart – Indicate schematically the position of the job within the organization. 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.

Levels

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Received:

Date:

Job holder

Date:

Immediate Manager