

QUALITY OF LIFE SERVICES

Function:	Domestic Services
Job:	
Position:	Domestic Assistant
Job holder:	Domestic Assistant
Date (in job since):	
Immediate manager (N+1 Job title and name):	Hayley Balaam
Additional reporting line to:	
Position location:	Stow Lodge Centre - Stowmarket

1. Purpose of the Job – State concisely the aim of the job.

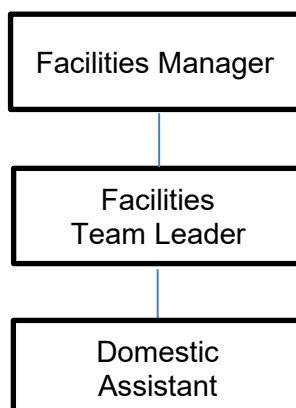
The Domestic Assistant is responsible to ensure all areas are cleaned to the agreed standards and to work within the guidelines of COSHH

- To ensure the standards of cleanliness meets the national specification of cleaning set out in the 2007 guidelines.
- Maintain a clean, safe and pleasant environment to support day to day operations for patients, Trust staff, visitors and contractors to site
- To be aware and adhere to Sodexo policies and procedures especially infection control.
- Plan and organise your day, check cleaning schedules and tasks to be completed.
- General cleaning: Dusting, hoovering, mopping, replenishing of stock, changing bin bags, removing rubbish, cleaning and polishing internal glass, check cleans, changing curtains, tidying up, completing paperwork, completing discharge and infectious cleans, etc.

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			Outsourcing growth rate:	n/a	HR in Region		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.



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.

- To be trained in COSHH and follow guidelines in the safe use of chemicals set out by the manufacture and adhere to any Trust policies and procedures relating to cleaning and chemicals.
- Adhere to the Health and Safety Act 1974 and report any incidents or accidents to your Team Leader ASAP.
- To be responsible for complying with Trust and local Safeguarding policies and procedures.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with Sodexo's Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by Sodexo and to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

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

- Check daily equipment is safe to use prior to use and if no report to your line manager immediately.
- Follow trust policies and local procedures of site to ensure safety.
- Maintain and develop an environment and culture that improves health, safety and security.
- Follow guidelines for COSHH, HACCP and Health and Safety to ensure a safe environment.
- Clean to the 49 standards set out in the National cleaning specifications
- Discuss new ways of work and how processors can be improved to support better ways of working to reduce time, cost etc.
- Provide feedback to line manager and trust colleagues when needed.
- Report faulty equipment and any untoward incidents to your line manager and if required complete an incident form.
- To be trained in COSHH and follow guidelines in the safe use of chemicals set out by the manufacture and adhere to any Sodexo policies and procedures relating to cleaning and chemicals. (Infection prevention control policy)
- Adhere to the Health and Safety Act 1974 and report any incidents or accidents through Sodexo reporting system and to your line manager ASAP.
- Adhere to the manual handling operations regulations 1992 and follow Sodexo policies and procedures.
- To keep patients information confidential at all times.
- To attend Mandatory and Statutory training as required and any training related to the use of equipment and how to use chemicals to support your role.
- Ensure the correct PPE is worn. I.e. Staff uniform, safety shoes, aprons and gloves, goggles, face masks. Make up, Jewellery and nail varnish to be worn to a minimum or not at all depending on Sodexo guidelines.
- Clean and check machinery daily including cables, filters, bags and report any faults to your line manager
- Check stock, request an order with your Team Lead when supplies are low and replenish as and when required.
- Ensure cleaning cupboards are kept clean and tidy at all times.
- To change and hang curtains every 6 months or when soiled within clinical and bathrooms areas. Clean blinds per cleaning schedule set out by the department.
- To remove waste (general and clinical) and dispose of in the correct waste stream.
- Work as part of the ward or clinic team and respond to requests from these areas in relation to work priorities, local protocols and procedures.
- Adhere to cleaning schedules and complete tick sheets to ensure compliance of cleaning tasks set out by your line manager.

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.

- To be responsible for complying with Sodexo and local Safeguarding policies and procedures.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the Sodexo's Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by Sodexo.

Sodexo seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.

- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

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

Essential	Desirable
<ul style="list-style-type: none"> • Previous experience within a cleaning role. • Good knowledge of cleaning methodology and procedures. • Knowledge and understanding of COSHH and what it stands for. • Knowledge and understanding of Health and Safety 	<ul style="list-style-type: none"> • Previous NHS cleaning experience. • Knowledge and understanding of the NHS colour coding scheme. • Knowledge of infection control methods and procedures • Experience of dealing with patients or members of the public.
<ul style="list-style-type: none"> • GCSE grade 5/C or equivalent in English and Maths 	
<ul style="list-style-type: none"> • Confidentiality and Data Protection • Standard Keyboard skills • Excellent communication skills(written and verbal) to deal with a range of standard routine information • Ability to work well in a team • Good attention to detail and accuracy • Able to work under pressure and to tight deadlines. 	<ul style="list-style-type: none"> • NHS knowledge of relevant work area

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

Learning & Development	Leadership & People Management
Employee Engagement	Innovation and Change
Brand Notoriety	

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			