

Job Description: Rapid Response

Function:	Health & Care – Soft FM Services – Domestic Services
Position:	Rapid Response Cleaner
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Housekeeping Facilitates Coordinators
Additional reporting line to:	Assistant Domestic Managers & Domestic Manager
Position location:	Colchester General Hospital

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

To create and maintain a quality standard to the agreed specification within set time limits within a specific area. Working with the Assistant Domestic Manager/s and alongside Facilitates Coordinator in ensuring agreed SLA's are met, Health and safety is monitored with issues reported and actioned in a timely manner. The ability to be adaptive to any given situation and proactive to ensure cleaning tasks are completed to agreed timescales to agreed specifications thus allowing less of a reactive workforce.

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

- Ensure that a quality service is always operated
- Always adhere to company & trust policies.
- Maintain health and safety standards. Applying a ZERO HARM MINDSET.
- Ensure personal appearance, including uniform, are always of the highest standard in line with company policy.
- Be the eyes and ears of the management team when on site addressing health and safety and raising any issues in a timely manner.
- Manage the operating standards are maintained and all documents and audits are completed in the correct timeframe.
- Undertake a range of housekeeping and cleaning tasks in the hospital, including the cleaning of infected areas and equipment, following a detail cleaning program to ensure task are completed to a high standard to reduce the risk of spreading infections.

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.

- Communicate in a polite, professional, clear and timely manner.
- Demonstrate a caring, compassionate and positive attitude to patients, staff and visitors always.
- 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, inc. name badges, and always appear professional.
- Display professional conduct and protect patient's privacy and dignity.
- To always act and present in a professional and respectful manner, this includes in all communication
- Work as part of team, with all colleagues to ensure we deliver the best service to our clients and patients

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.

- Comply with the Trust, Company and statutory regulations.
- To engage and promote a Zero Harm Mindset taking a pro-active approach to health and safety, minimising risk and empowering the team to improve the environment.
- Deliver a consistent level of service, within the Company's standards to the contract specification and agreed performance, qualitative and financial targets
- Achieve target cleanliness scores
- High levels of patient and service user satisfaction

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.

- 700 inpatient beds
- 220 Domestic colleagues

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

- Educated to a good standard
- Experienced in customer service
- Full knowledge or working towards the correct level of Sodexo competency
- Excellent communication skills
- Interpersonal and influencing skills
- Treating people fairly and consistently

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

	▪
--	---

Received:

Date:

Job holder

Date:

Immediate Manager