

Job Description: Housekeeper, PSA, Domestic



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| Function: | Healthcare |
| Job: | Housekeeper, PSA, Domestic |
| Position: | Housekeeper, PSA, Domestic |
| Job holder: | |
| Date (in job since): | |
| Immediate manager | Supervisor / Zone Co-Ordinator |
| Additional reporting line to: | Operations Manager / Patient Environment Manager – Linda Lewis |
| Position location: | North Devon District Hospital |

1. Purpose of the Job

- To provide and assist wherever necessary, a Housekeeping service, maintaining a clean and healthy environment for patients and staff in NDDH and associated buildings, in line with local/national standards and protocols.
- To provide and assist in the provision of a flexible patient focused meal service, when necessary, with the preparation of inpatient/client meals in line with relevant Food Hygiene regulations.

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.

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| Revenue FY19: € | EBIT growth: | tbc | Growth type: n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| | EBIT margin: | tbc | | Outsourcing growth rate: | n/a | HR in Region | tbc |
| | Net income growth: | tbc | | | | | |
| | Cash conversion: | tbc | | | | | |

Characteristics ▪ Add point

2. Organisation chart



4. Context and main issues

- Provide a courteous efficient cleaning service within NDDH.
- To project a friendly and professional attitude to all patients, staff and visitors and to demonstrate product knowledge when enquires are made.
- Ensure that communication channels are maintained between appropriate staff / visitor / patient groups with regard to cleaning hygiene.
- Initially deal with any complaints / comments regarding the service in a courteous manner from Trust staff or patients.
- Ensure that all equipment and materials are used and stored safely in compliance with COSHH regulations.
- Use and care of approved cleaning materials and equipment at all times in accordance with the operator instructions.
- Undertake all cleaning duties in a safe manner using hazard signs as appropriate.
- Work in a safe manner so that no other persons are put at risk whilst cleaning duties are being performed.
- As required or under supervision, provision of any ad-hoc cleaning duties complying with any specific infection control or management instruction in respect of specific cleaning requirements.
- To ensure that all equipment required for cleaning the operating department list is checked and used according to manufacturer's instructions and hospital policy after appropriate training.

5. Main assignments

- To undertake general cleaning and housekeeping duties in wards and all other rooms associated to the hospital at frequencies defined in the Cleaning Specification & Standard Operating Procedures and as directed by the Operations Manager and work in conjunction with other clinical and non-clinical staff to ensure appropriate access is gained in order to clean specific areas.
- To undertake preparation of meals and beverages for patients in line with the relevant Food Hygiene Regulations, when necessary, ensuring the quality and materials used are of the highest standards, while ensuring correct and economical use of resources under the guidance of the Housekeeping Supervisor and Community Team Lead.
- Where appropriate ensure the patient is provided with appropriate nutrition and hydration compatible to their medical needs as directed by relevant persons ensuring accurate information is communicated to relevant persons as required
- Cleaning of clinical areas, clinical treatment areas, meeting rooms, office space and food preparation areas using appropriate and available equipment (e.g. vacuum cleaners, carpet cleaner, steam cleaner, scrub polishers, mops etc.) and colour-coded accessories (e.g. rubber

gloves, aprons, cloths etc.).

- Ensure the correct recording of information as per Standard Operating procedures.
- Ensure correct use of PPE following local & national standards and guidelines to prevent exposure to infectious diseases and cross contamination.
- Ensure daily removal of waste and placing refuse for disposal, using correct colour coded bags, as defined in the Waste Management Policy.
- To collect meal trays, utensils, beverage containers and all food dishes and wash up patients' and staff crockery.
- If requested, change flower vase water and fill bedside water jugs.
- Moving of non-patient equipment, e.g. linen, supplies, waste, deliveries, etc, between departments of the hospital, using the appropriate moving and handling equipment and methods.
- Replenishing of essential supplies daily, e.g. paper hand towels, toilet rolls and soap.
- To keep all cleaning cupboards well stocked and tidy.
- Assist departments with stock management of identified supplies.
- The post-holder will be a key individual in helping maintain security of the building.
- Report any defective equipment to the appropriate Manager or Supervisor.
- The post holder maybe required to utilize IT systems as part of their role (All necessary training will be provided)
- The post-holder will need to show compassion and understanding towards service users patients and their visitors especially when in contact with distressing or emotional circumstances, and contact with very ill patients on wards.
- Staff must take care of their own safety and others who may be affected by their actions or omissions. 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.
- The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment

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.

- Service delivered to specification and relevant Cleaning and Food Standards
- Tasks completed within agreed timeframes
- Positive customer feedback

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

Essential

- Basic secondary school education.
- Basic literacy and numeracy skills
- Experience of working in a team and also on own initiative
- Good communication skills.
- Ability to work independently and as part of a team
- Ability to deal with demanding fluctuations in workload and prioritize work.
- Ability to be part of a flexible duty roster, including weekend work in rotation.
- Ability to cope with physical aspects of the post including safe lifting and handling techniques
- Ability to comply with service requirements in line with client policies at all times.
- Undertake training as and when required.
- Awareness and acceptance of the service users and staff
- Observance of Health and Safety legislation at all times.

Desirable

- Previous housekeeper experience
- Experience of working within NHS

8. Competencies

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| ▪ Growth, Client & Customer Satisfaction / Quality of Services provided | ▪ Employee Engagement |
| ▪ Brand Notoriety | ▪ Learning & Development |

9. Management Approval – To be completed by document owner

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|----------------|---------------|------|----------|
| Version | 3 | Date | 14.05.19 |
| Document Owner | Sharron Ellis | | |

JOB DESCRIPTION – ACCEPTANCE SIGNATURE

Employee Name.....

Signature.....

Date.....