

DOMESTIC ASSISTANT – JOB DESCRIPTION AND PERSON SPECIFICATION

Positio	n Title	Domestic Cleaner/ Domestic Department Domestic Services
		Assistant / Healthcare Cleaner
Generi	c Title	Domestic Assistant
Report	s 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 rais	se standards and improve service quality
Job pu	rpose	
L • .	Ensure pati	ents receive care in an environment that is clean, safe, caring and welcoming all of the time
L • .	Ensure that the risk of healthcare associated infections are minimised	
Accountabilities "what you have to do"		
Cleaning Specific		
1.1		butine cleaning tasks at the schedule time, in a specified area and in accordance with all relevant d procedures
1.1	Maintain hig	gh standards of cleanliness throughout the area of responsibility
1.1		dispose of domestic and clinical waste in accordance with the Trust's infection prevention and aste disposal policies
	Replenish o	consumables (i.e. paper towels, toilet rolls, soap, etc)
		STOP HUNGEI





- 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 dn 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 , inc. 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 my 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 NVQ Healthcare support services, Qualification **BICSc CPSS** Working within a cleaning team, dealing Previous experience working in a with waste, smells, bodily excretions and healthcare environment Experience dirt Previous experience working in a customer facing role 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 **Behaviours** 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** Physically able to push a cleaning trolley Physical capaand move light furniture bility High standard of personal hygiene





Version Date Document owner Date

