JOB DESCRIPTION

JOB TITLE: **PATIENT SERVICES ASSISTANT**

LOCATION: **DOMESTIC DEPARTMENT**

RESPONSIBLE TO: **PATIENT SERVICES SUPERVISOR**

BASE: **WYTHENSHAWE HOSPITAL**

JOB SUMMARY :

Part of a team of Hotel Services Staff providing patient food related service to patients at ward level.
Responsible for maintaining a clean and hygienic environment in all areas within their responsibility by using safe working practices.

Main Duties - Food related

1. Provision, preparation and service of patient's meals and beverages as required in line with the company service specification's.

Main Duties - Domestic standards

1. To carry out all duties in accordance with standards specified in training.
2. Vacuuming, wet mopping and damp cleaning of allocated areas.
3. Cleaning of sanitary areas, floors, all surfaces, furniture and fittings.
4. Cleaning of beds as the standards specify
5. Cleanliness and general care of cleaning equipment.
6. Cleaning of isolation rooms
7. Moving of light furniture
8. Floor maintenance as specified in the work schedule

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TRAINING :

The employee will participate in the relevant training organised by Sodexo.

CONDUCT :

Staff must conduct themselves in an orderly and professional manner and be mindful of patient dignity at all times.

All Sodexho will use all reasonable endeavours to offer assistance to and deal with any queries raised by Patients and Visitors.

All staff shall at all times carry out their duties in such a way as to cause minimal disruption to all routines and procedures of the Trust Employees.

QUALITY :

Sodexo is committed to providing patient customer care of the highest quality and requires all Staff to play an active role in achieving this.

CONFIDENTIALITY :

During the course of his or her duties the post holder may have access to confidential information which must not be divulged to an unauthorised person at any time.

POLICIES AND PROCEDURES :

The post holder is required to familiarise and comply with all relevant Sodexo, South Manchester Healthcare and NHS Trust policies and procedures.

INVESTORS IN PEOPLE :

Sodexo is committed to working towards maintaining Investors in People. This job description does not form any part of a contract of employment and may be achieved as required in consultation with the post holder.

Health and Safety:
Health Act 2006 Staff Responsibility

- To Assist the Trust in reducing healthcare associated infections you should be familiar with the Trust Hand Decontamination Policy, attend mandatory inductions training and be compliant with all hand hygiene standards at all times.
- Take care of their own safety and others who may be affected by their actions or omissions.
- Adhere to Sodexo and department of health and safety policies and use any equipment of personal protective equipment provided to ensure safety.
- Co-operate with their managers to maintain safe systems and safe workplaces.
- Report any accidents/incidents or ill health, failings in premises equipment or personal protective equipment.
- Not interfere with any equipment provided to ensure Health and Safety.

- Not to attempt to carry out tasks or repairs beyond their competence.

TCN 356 relating to the Health Act 2006 Infection Control Paragraph

"As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006 (all measures known to be affective in reducing Health Care Acquired Infections)"

This description is not intended to be an exhaustive list of duties of the post holder and may be varied in the light of changing circumstances.

I understand and accept the responsibilities and duties of the post.

Signed by member of Staff : …….

Date : ……..

Signed by Manager : …….

Date : ……..