

Job Description: Domestic Assistant

Function:	Housekeeping Services
Position:	Reactive & Theatre Domestic Team Operative
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Domestic Supervisor and Logistics Helpdesk - also accountable to Head of Service Delivery and contract management team
Additional reporting line to:	Head of service delivery and contract management team
Position location:	Ipswich Hospital

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

The purpose of this role is to deliver a high-quality, timely, and responsive domestic service across acute healthcare wards, departments, and public areas. The Reactive Cleaner plays a vital role in maintaining a safe and clinically acceptable hospital environment by ensuring the effective removal of dust, dirt, debris, and liquids to prevent the spread of infection and protect the building, its fabric, and its furnishings.

The postholder is responsible for carrying out cleaning duties predominantly to **FR1 Cleaning Standards**, including full cleaning and disinfection of theatres, side rooms, bays, and ward areas following patient discharge. This work forms part of the Trust's highest-level cleaning protocols and is essential for patient safety and infection prevention and control. All activity is completed in strict accordance with Standard Operating Procedures (SOPs), method statements, and clinical sign-off requirements to ensure full auditability.

The role also includes the **operation of specialist decontamination technologies**, including the Trust's Hydrogen Peroxide Vapour (HPV) systems and UV equipment following completion of manual scrub cleans. This involves the correct preparation and sealing of rooms, safe deployment and retrieval of machinery, and accurate reporting or escalation of equipment faults. Proper handling, cleaning, and storage of this high-value Trust-owned equipment ensures continued availability and operational reliability.

Overall, the Reactive Cleaner contributes directly to the Trust's infection prevention strategy, ensuring a clean, safe, and reassuring environment for patients, visitors, and staff.

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

1. Deliver High-Standard Reactive Cleaning Across Acute Areas

- Respond rapidly to requests for urgent cleaning within wards, theatres, departments, and public areas.
- Ensure all reactive cleaning tasks meet **FR1 Cleaning Standards**, the Trust's highest-level clinical cleaning requirement.
- Remove dust, dirt, debris, spillages, and bodily fluids in line with infection prevention protocols.

2. Complete Full FR1 Theatre and Ward Decontamination Cleans

- Carry out thorough **terminal cleans** in theatres, side rooms, bays, and recovery areas following patient discharge or infectious episodes.
- Follow all **Standard Operating Procedures (SOPs)**, method statements, colour coding, and regulatory guidance.
- Ensure clinical areas are fully cleaned, disinfected, and prepared for clinical sign-off and audit.

3. Operate Specialist Decontamination Technology

- Prepare, deploy, and safely operate **Hydrogen Peroxide Vapour (HPV)** and **UV-C decontamination** equipment following manual scrub cleans.
- Correctly seal rooms with DVI tape to create airtight conditions before HPV decontamination.
- Complete equipment set-up, run cycles, dismantle, clean, and store machinery safely.
- Record and immediately escalate equipment faults, damage, or safety concerns.

4. Support Infection Prevention and Control (IPC) Standards

- Apply Trust IPC policies at all times, ensuring cleaning practices minimise risk of contamination and cross-infection.
- Use correct PPE, chemicals, tools, and cleaning methods based on risk assessment and area-specific requirements.
- Contribute to maintaining CQC-compliant cleanliness standards throughout the hospital.

5. Maintain Accurate Documentation and Audit Compliance

- Complete all cleaning records, checklists, and electronic logs accurately and on time.
- Ensure FR1 cleans have verifiable documentation for traceability, monitoring, and audit.

6. Manage Equipment, Materials, and Resources

- Use and maintain cleaning equipment safely, reporting any defects promptly.
- Ensure specialist equipment, trolleys, and materials are replenished and stored securely.
- Handle Trust-owned decontamination technology with care, safeguarding these high-value assets.

7. Communicate Effectively and Professionally

- Liaise with clinical staff, bed management teams, theatre coordinators, and supervisors to prioritise reactive tasks.
- Update wards and departments on progress, expected turnaround times, and completion of cleans.

8. Contribute to a Safe and Clean Hospital Environment

- Help maintain a safe environment for patients, visitors, and staff by ensuring clinical spaces are consistently clean, functional, and infection-controlled.
- Report any hazards, spillages, environmental risks, or building damage encountered during duties.

9. Use of Trust EPIC Task Allocation Devices

- Utilise the Trust's EPIC task allocation devices to receive, accept, and manage cleaning tasks in real time.
- Update task status immediately to support accurate reporting, prioritisation, and workflow coordination across wards, theatres, and departments.
- Ensure all FR1, reactive, and specialist decontamination tasks are logged correctly to maintain full traceability and audit compliance.
- Communicate effectively through the EPIC system to inform supervisors, clinical teams, and bed management of task completion and turnaround times.
- Report delays, access issues, or safety concerns through EPIC to ensure timely escalation and operational efficiency.

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.

Conduct:

- Be correctly dressed in the correct uniform at all times. This specifically includes the wearing of Sodexo name badges and Trust identity cards and to ensure that both are clearly visible at all times.
- Staff must conduct themselves in a professional, polite, courteous and appropriate manner and attitude towards patients and maintain their dignity at all times, including privacy when it comes to their personal information.
- All domestics staff will be mindful to give assistance and wherever possible to help with any queries raised by patients, visitors and staff.

Polices and Procedures:

- The postholder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.
- Ensure safe practice to minimise the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy.

Training:

- Participate in required company and Trust training in line with expiry dates to ensure contractual requirements service delivery and legislative training.

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.

Quality:

- Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.

Health and Safety:

- Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy.
- Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and 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.

Confidentiality:

- During the course of his / her duties, the postholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.

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.

IRREGULAR DUTIES:

- Attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, or other irregularities and complete the necessary return and / or reports.
- Attend meetings and training courses as requested.

The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment.

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

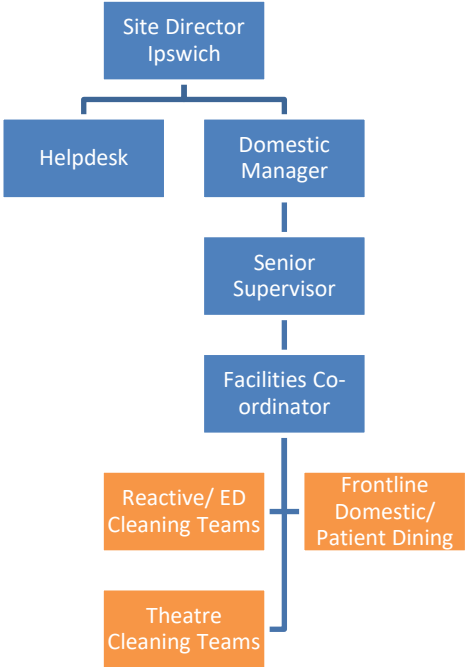
Education/Experience

- Manual handling training
- Basic literacy skills
- Effective communication and customer care skills with patients, visitors, customers, clients and staff
- Ability to work safely at all times

Personal Qualities

- Empathy with patients and visitors
- Ability to follow instruction all of the time
- High standards of personal hygiene
- Ability to work independently and as part of a team
- Ability to deal with stressful situations
- Positive approach to learning in role and identifying own training needs as appropriate
- Flexible approach to the role

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

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Received:

Date:

Job holder

Date:

Immediate Manager