



## Job Description HR13b (Employee)

### POST DETAILS

Job Title: Domestic Assistant	Band: 2
Main Location: Whitworth Hospital	Salary: as advertised
Reports to: Hotel Services Supervisor/IFM Operational Co Ordinator	Accountable to: IFM Operational Manager
Working Pattern: 6am-10am 4 days a week over 7- days on a 4-week set rota including weekend and bank holidays	Job Type: Domestic
Date: September 2022	

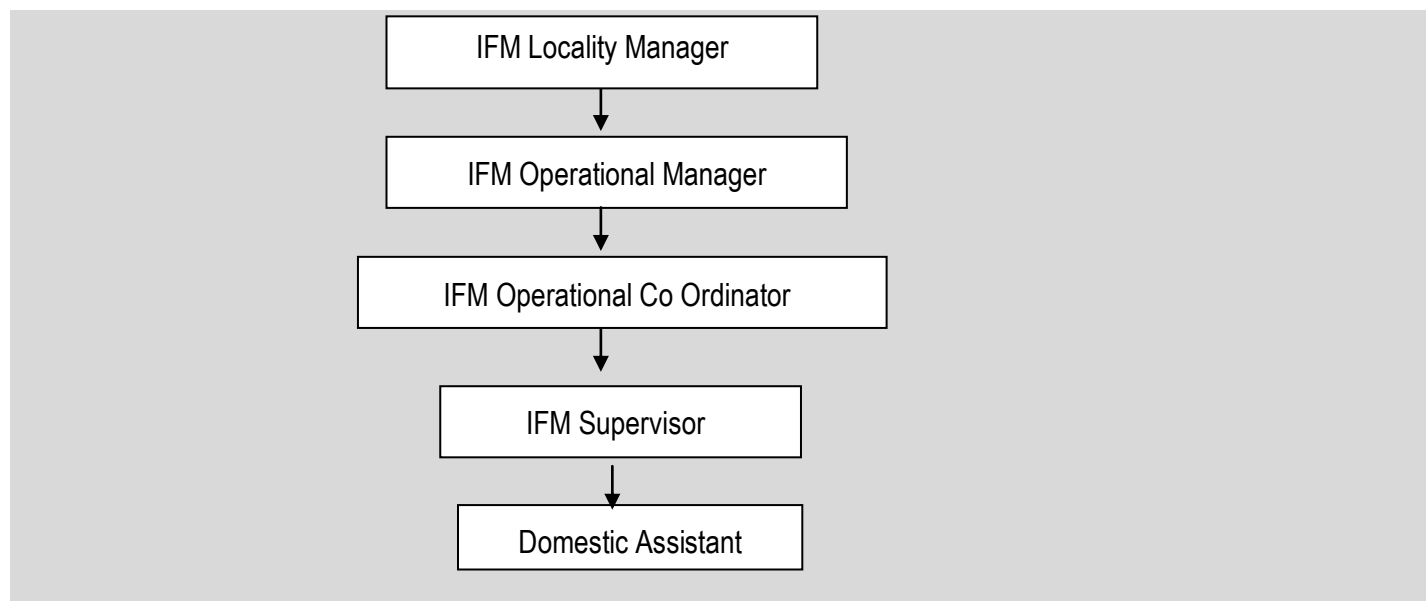
### KEY PURPOSE/SUMMARY

To provide a high-quality domestic service to hospital, health centre and clinic settings. Working either individually or as part of a team in ensuring a clean and safe environment is maintained for patients, staff and visitors following agreed work schedules, methods, and procedures in accordance with the National Standards of Cleanliness. The post holder will be required to have a flexible approach and be prepared to work on other sites should service demands dictate.

To play an integral part in delivering outstanding patient care at Derbyshire Community Health Services NHS Foundation Trust (DCHS).



## ORGANISATIONAL CHART/STRUCTURE



## KEY DUTIES TASKS AND RESPONSIBILITIES

- Provide an efficient, high quality domestic service within clinical and non-clinical areas including cleaning of sanitary ware, treatment rooms, waiting areas, office areas, kitchen areas, mirrors, internal glass, high and low dusting, washing of tiled services and paintwork etc
- Cleaning of crockery, cutlery, utensils etc either manually or through ward-based dishwashers (as per work schedule)
- Follow specific schedule of work relating to defined areas – though post holders are required to have a flexible approach to a daily routine and have the ability to organise and prioritise their own day to day work
- Escalate issues appropriately and via correct escalation process
- Ensure all incidents are raised and recorded accurately and within required timeframes and via appropriate system. i.e., Datix
- Curtain changing (as per work schedule)
- Economic and safe use of cleaning agents following manufacturers recommended instructions
- Care and safe use of mechanical equipment e.g., floor scrubbers etc
- Replenishing disposable items, e.g., hand towels, toilet rolls, soap etc and ensure correct storage of all cleaning agents and equipment
- Disposal of waste in accordance with the Trust Waste Policy
- Accurate completion of all required documentation to support specific service processes e.g. Barrier or Terminal cleans



- Accurate completion of own timesheet
- Respond to supervisory instruction regarding required rectifications following service associated audits
- Comply with Infection Control guidelines and policy including colour coding system
- Inform supervisor of requirements for work materials as required
- Understanding and awareness of site security whilst undertaking own duties e.g., closing of windows and doors securely
- Wear protective clothing as supplied by the department
- Maintaining equipment and materials in a clean and tidy condition and report any faulty equipment in a timely manner
- Always ensure a smart and professional manner
- Comply with Health and Safety regulations
- Attend all required Trust and service specific training
- Demonstrate and explain working practices to new starters

#### **Strategy and Service Development**

- Works in accordance with required standards and guidelines e.g. National Standards of Cleanliness, Infection Control guidelines and policy etc

#### **Financial Resources/Management**

- Effective use of Trust and service resources whilst undertaking duties

#### **Information Resources/Information Systems**

#### **Autonomy/Scope within Role**

- Will work largely unsupervised on a daily basis to specific work schedules, standard operating procedures and within defined Trust policies and procedures but will know when to seek supervision and further assistance if necessary
- Respond to word/department activity on required delivery of work schedule – therefore degree of planning or prioritising own workload may be required on occasion



## KEY RELATIONSHIPS

*The post holder will demonstrate professional, well established and effective communication skills, both within and external to the organisation.*

### Key Working Relationships Internal:

- Integrated Facilities Management (IFM) managers and colleagues
- Ward/departmental staff
- Estates department
- Quality Team

### Key Working Relationships External:

- Patients
- Visitors
- Contractors
- CQC

## KEY VALUES: WORKING THE DCHS WAY

### Our Vision

“To be the best provider of local health care and be a great place to work”

### Our Values

- To get the basics right
- To act with compassion and respect
- To make a difference
- To value and develop teamwork
- To value everyone's contribution: “everyone matters”



## EFFORT REQUIRED WITHIN THE ROLE AND WORKING ENVIRONMENT

*The post holder will be expected to perform a degree of effort within the context of the role capturing elements of physical, mental and emotional demands.*

### Physical

- On feet for the whole of the shift
- Frequent lifting & moving of equipment & furniture etc. Reaching & bending
- Operating equipment e.g., Scrubbing machines carpet extractors
- Frequent physical effort/ up & down stairs
- Working in confined areas

### Emotional

- May occasionally witnessing distressing situations
- Could be first point of contact for anxious or upset patients/visitors

### Mental

- Responding to unforeseen circumstances that make additional demands on time and adjusting workload accordingly
- Concentration required when using equipment and materials to ensure safe practice
- Constant awareness that clients, visitors and staff are in the vicinity of the work area thus maintaining safe working practices at all times
- Communicating sensitively with emotional patients/relatives making enquiries
- Meeting targets for schedule of work within area
- Demonstrating flexible approach to work

### Working Environment

- Trying to clean around obstacles making cleaning more difficult
- Difficulty gaining access to areas with equipment and materials
- Experiencing variable weather conditions when moving from inside to outside to access areas of work
- Potential risk of accidental spillage of clinical waste e.g. bodily fluids ,sharps, exposure to unpleasant smells
- Occasional exposure to aggressive behaviour of clients

## JOB DESCRIPTION AGREEMENT:

Job Holder's Name and Signature:

Date:

Line Manager's Name and Signature:

Date:



## PERSON SPECIFICATION

*Is the criteria essential or desirable and how will it be assessed*

### Criteria

#### Education, Qualifications and Training

Basic numeracy and literacy skills or willing to work towards  
Basic Health & Safety Certificate  
Health and Safety Certificate  
NVQ in Cleaning

#### Essential / Desirable

Essential  
  
Desirable  
Desirable  
  
Desirable

#### Assessment

A/C  
  
A/I  
A/C  
A/C

#### Experience and Knowledge Required

Previous cleaning experience  
  
Ability to prioritise and organise workload as required within own area of service  
  
Attend and complete all required on the job training

Essential  
  
Essential  
  
Essential

A/I  
  
A/I  
A/I

#### Skills and Attributes

Ability to work on own or as part of a team  
  
Good communication skills  
  
Flexible approach to work

Essential  
  
Essential  
Essential

A/I  
  
A/I  
A/I

#### Aptitude and Personal Qualities

Pleasant friendly manner

Essential

A/I

**E = Essential D = Desirable A = Application I = Interview T = Test C = Certificate R = Reference**