

Job Description

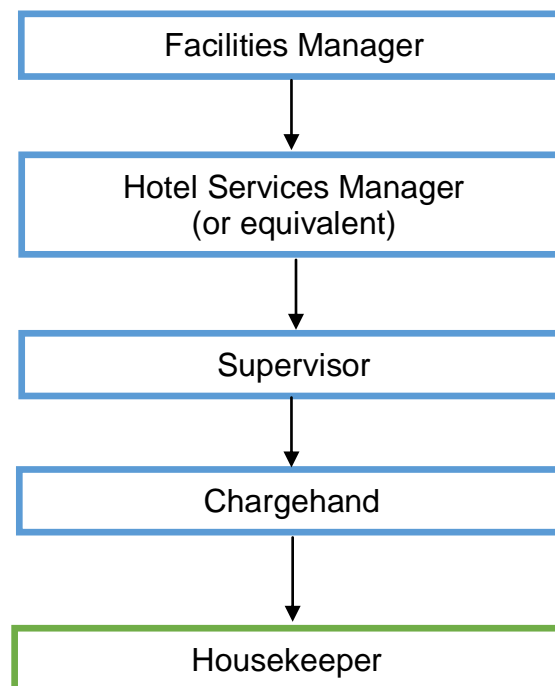
1. Job Details

Job title:	Housekeeper
Current Job grade:	Band 2
Reports to (Title):	Supervisor / Chargehand
CMT:	Facilities
Department/Ward:	Facilities
Location/Site:	Grantham District Hospital

2. Job Purpose

Supporting the provision of a wide range of Cleaning services to Trust standards and specifications, under the direction of the Supervisor / Chargehand or Department Manager, and to promote excellent standards of team working and Customer Care.
Cleans wards and areas; distribution and serving of food.

3. Organisation Chart



4. Duties

1. To undertake all domestic and cleaning duties of Ward and related areas / Clinical areas / Non clinical areas.

- Responsible for undertaking the full range of cleaning duties, as per schedule, in a timely manner, ensuring working practices comply with all current policies and procedures relating to Control of Infection. COSHH and Health and Safety.
- To undertake scheduled and ad hoc duties relating to environmental cleanliness and/or appearance of the area, such as curtain changing, patient bed cleaning of frames , carpet shampooing in corporate areas etc.
- To, safely, operate power driven equipment in the course of these duties; to work, safely, at heights in the course of these duties; and to use appropriately all safety equipment and/or Personal and Protective Equipment issued for use in undertaking these duties.
- To ensure regular and timely replenishment of disposable items such as hand soap, paper towels, toilet paper etc., maintaining the security of stock and ordering supplies of such items as required.
- To check all supplies of Hotel Services cleaning materials delivered to the area for quantity, quality, condition and date, reporting all short deliveries, damaged items, incorrect dates, etc immediately and to ensure that such materials are correctly stored and maintained.
- To ensure all waste generated is bagged, handled and stored correctly, at all times, in accordance with current policies.

2. In ward areas, to assist with the provision of meals and beverages to patients.

- Where required, to assist with the distribution, completion and collection of patient menu cards.
- To undertake routine patients' beverage service as directed, preparing, serving and clearing away.
- To undertake preparation for meal service, as per food service system in operation on individual Ward, to include laying of place settings, preparation of items to accompany meals, and the receipt of the hot/cold meal trolley onto the Ward. This may also include the regeneration of Cook-Chill meals at Ward level.
- To take and record temperatures of meals to be served, following all current procedures, and liaising with Ward/Kitchen staff, where necessary.
- To assist with the service of meals to patients and the clearing away of the same, assisting Clinical staff with the monitoring of food uptake, and recording all food wastage.
- To ensure thorough cleaning of all hot food trolleys, food containers and service equipment after use, in accordance with current policy and site practice.
- To ensure all crockery, cutlery, glassware, water jugs, drinking containers including medicine containers etc. used in the area are washed thoroughly after each use in accordance with current policy and site practice.
- To ensure cleanliness of the Ward Kitchen and equipment meets the required standards at all times.
- To take and record, daily, the Ward Fridge temperature, reporting any equipment fault, and to monitor usage complies with current Policy, reporting any shortfall in compliance.
- To maintain levels of daily supplies of dairy produce, bread, etc. from the Main Kitchen and reorder as required. Ensure these and other food items are stored

and used appropriately, i.e. stock is “rotated” correctly; dairy products are refrigerated, as appropriate, etc.

- To prepare, or otherwise source, and serve patients’ light meals or snacks as directed.
- To assist in ensuring all working practices comply with food hygiene and safety regulations
- To order, and if required, collect meals and other food items from the main kitchen or restaurant.

3. In Clinical areas, to assist with the provision of light meals and beverages to patients and / or visitors.

- To undertake ad hoc beverage preparation and service as directed.
- To undertake the preparation or sourcing of light meals or snacks, as directed, and the clearing away of the same.
- To ensure any crockery, cutlery or other equipment used in the preparation and service of beverages or food to patients/visitors is thoroughly cleaned after use, in accordance with current policy and site practice.
- To ensure, where appropriate, the cleanliness of the Kitchen area and equipment meets the required standards at all times.
- Where appropriate, to take and record, daily, the temperature of any fridge classified under Trust Policy as a “Ward Fridge”, reporting any equipment fault, and to monitor usage complies with current Policy, reporting any shortfall in compliance.
- To assist in ensuring all working practices comply with all food hygiene and safety regulations.
- Communicate with patients and staff on food and drink requirements

4. In Ward areas, undertake associated duties relating to patient care.

- To be courteous and helpful, respecting personal privacy, individuality and dignity of patients, families, colleagues and all users and visitors to the ward,
- To ensure associated areas, such as Relatives’ Rooms/On-Call Rooms, are checked daily, with any cleaning or linen changes required being undertaken.
- To assist, where required, with maintaining Ward linen stock appropriately.
- To maintain, where required, notice boards and other displays to present the best possible appearance.
- To report all faults/potential faults, damage or other irregularities with equipment or fixtures and fittings immediately, using the appropriate procedures.
- To ensure all paperwork/documentation required is completed in an accurate and timely manner, and in line with current procedures.

5. In Non ward areas, undertake associated duties.

- To ensure associated areas, such as On Call rooms, are checked daily, with any cleaning or linen changes required being undertaken.
- To maintain, where required, notice boards and other displays to present the best possible appearance.
- To report all faults/potential faults, damage or other irregularities with equipment or fixtures and fittings immediately, using the appropriate procedures.
- To ensure all paperwork/documentation required is completed in an accurate and timely manner, and in line with current procedures.

6. General duties and responsibilities.

- To maintain up to date knowledge of relevant legislation and local policies and procedures by attending briefings, meetings and training sessions, as required.
- To wear the uniform issued for Housekeeping staff and to adhere to current uniform/dress codes.
- To promote the highest standards of Customer Care and a professional, welcoming and friendly atmosphere at all times.
- 4. To assist with the training of new staff (Buddy Training).

This is not an exhaustive list of duties/responsibilities, but is the minimum standard required for this role.

It may be necessary to amend duties in light of practices and procedures to be introduced or developed in order to assist in the smooth running of the Hotel Services Department.

5. Physical and Mental Skills

Knowledge/Experience

- An understanding of, or the ability to, carry out working practices safely.
- Experience of working in a domestic environment.

Skills

- The ability to undertake a wide range of physical activities, bending, lifting, and general mechanical movements, throughout the working day.
- Literacy, numeracy and comprehension skills sufficient to be able to take and record food and equipment temperatures, following instructions on cleaning chemical containers, follow general written instructions.
- The ability to use initiative in problem solving.
- The ability to be able to prioritise tasks to be undertaken.
- The ability to react quickly, positively and sensitively to a wide range of differing needs.
- The ability to work with minimum supervision.
- The ability to work as part of a team (Ward based) or the ability to work alone (non Ward based) .
- The ability to see the role as part of a wider service focused team.

Behaviour

- Good interpersonal skills.
- A flexible approach to changes in workload/duties/priorities.
- Sensitivity to a wide range of differing needs.

6. Responsibilities of the Post Holder

This role has responsibility for indirect patient care, under the direction of supervisory or nursing staff

This role also has “end user” responsibility for resources such as the equipment and materials used in carrying out the duties of the post.

United Lincolnshire Hospitals Trust is committed to safeguarding and promoting the welfare of children, young people and adults, both as service users and visitors to Trust premises. All staff have a responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities and that they are aware of and work within the safeguarding policies of the Trust.

The post holder is expected to treat patients, service users and carers with courtesy, care and compassion at all times, treating each person as an individual by offering a personalised service. Trust staff will adopt behaviors’ and attitudes which promote, supports and respects privacy and dignity in accordance with the Trust Dignity policies and dignity in care pledges. Staff are expected to challenge poor practice in relation to dignity and treat each other with respect.

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United Lincolnshire Hospitals Trust is committed to providing consistently excellent and safe patient-centred care for the people of Lincolnshire, through highly skilled, committed and compassionate staff working together. We do this by putting our patients at the centre of all that we do and providing the best quality care with passion and pride. We have a set of values that inform every action we take and every decision we make. They are the foundation of what United Lincolnshire Hospitals NHS Trust stands for, and encompass a desire in all of us to provide the highest quality of care to patients and each other.

All staff are required to advocate, champion and demonstrate the below values and behaviours

Patient centred	I am fully committed to providing the very highest standards of care to our patients
Safety	I do everything I can to keep my patients and my colleagues safe
	I keep my environment clean and tidy
	I recognise when something is going wrong and I have the courage to do something about it
Compassion	I show a genuine concern for my patients and my colleagues

	I communicate well with others, listening and showing an interest in what they have to say
	I am positive, approachable and friendly
Respect	I treat my patients and my colleagues with dignity and respect
	I work openly and honestly as part of an effective team
	I keep my promises and do what I say I will, when I said I will, or I will provide an explanation if I can't
Excellence	I will always go the extra mile and improve things for my patients and my colleagues
	I am competent to carry out my role and committed to my personal and professional development
	I will share good ideas and best practice and encourage my team members to do so too

7. Freedom to Act

The role requires the ability to work with minimum supervision, but with access to a Supervisor for advice and guidance, as required.

8. Physical, Mental and Emotional Effort Required

Frequent moderate physical effort for several short periods
Lifting buckets of water, trays of cutlery; push scrubbing machines; refreshment trolleys.

The day-to-day operational element of the role requires the post holder to use own initiative in basic problem solving and task prioritisation.

The role may require exposure to distressing and emotional circumstances (Ward based posts).

9. Outline of Working Conditions

There may be some exposure to unpleasant working conditions or hazards, such as high temperatures, smells or aggressive patients (Ward based posts)

Frequent Cleaning toilets; body fluids.

There may be occasional exposure to unpleasant working conditions or hazards in high risk clinical areas (Theatres) such as bodily fluids, sharps etc.

The role requires the routine use of hazardous substances, e.g. cleaning chemicals.

Frequent Cleaning toilets; body fluids.

Person Specification

Post of Housekeeper

Job Related Criteria	Essential	How Identified	Desirable	How Identified
Qualifications (Academic, Professional & Vocational)	<ul style="list-style-type: none"> Basic general secondary education in English and Maths Knowledge of cleaning and food handling procedures; knowledge of CoSHH and food hygiene procedures; induction and job training. 	Application Form Interview	<ul style="list-style-type: none"> NVQ Level 2 Support Services or equivalent Basic food hygiene certificate 	Certificates
Previous Experience (Nature & Level)	<ul style="list-style-type: none"> Must be able to demonstrate previous experience of housekeeping in a domestic environment 	Application Form Interview	<ul style="list-style-type: none"> Be able to demonstrate previous experience of Housekeeping Customer Service training Knowledge of/training in Moving/Handling techniques 	Application Form Interview
Evidence of Particular: - Knowledge - Skills - Aptitudes	<ul style="list-style-type: none"> Be able to demonstrate use of initiative in problem solving Be able to demonstrate ability to prioritise tasks Demonstrate understanding of/training in COSHH Be able to demonstrate ability to work 	Interview Application Form and Interview		

	<p>with minimum supervision</p> <ul style="list-style-type: none"> • Be able to demonstrate a high standard of interpersonal skills • Be able to demonstrate a positive approach to team working and/or lone working. • Be able to demonstrate literacy, numeracy and comprehension of written instructions sufficient to follow instructions on cleaning chemical containers <p>Awareness and Knowledge of the dignity in care agenda.</p> <p>Ability to evidence/demonstrate key values and behaviours in line with the Trust framework:</p> <ul style="list-style-type: none"> • Patient Centred • Safety • Compassion • Respect and • Excellence 			
Specific Requirements	<ul style="list-style-type: none"> • Be able to demonstrate a flexible approach to changes in workload/duties/priorities • Be able to demonstrate the ability to react quickly sensitively to meet a wide range of differing needs 	Interview		

Job Description Agreement

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

Signature

Date

Job Holder:

Line Manager: