

# JOB DESCRIPTION

Position Title	Domestic Assistant / Touch point cleaning	Department	Domestic Service
Generic Job Title	Domestic Support worker	Segment	Healthcare
Team Band	2	Location	Manchester Foundation Trust
Reports to	Operations Manager	Office / Unit name	Oxford Road Campus

## ORGANISATION STRUCTURE



### Job Purpose

- Provision of a cleaning service within wards and departments in a Hospital / Healthcare setting whilst working closely with Ward/ Department staff to ensure a high quality service provision . There may be a requirement to undertake some catering related duties – dish-washing, making of toast, distribution of breakfast items and patient beverages where applicable

### MAIN TASKS ARE: -

- Empty and dispose of domestic and clinical waste in accordance with the Trust's
- Infection Control and Waste Disposal Policies.
  - Carry out general cleaning tasks i.e. damp dusting of all furniture, fixtures, fittings, skirting's and interior glass doors.
- Carry out high and low level dusting of walls, ledges, perimeter fittings, paintwork.
- Clean all sanitary fittings and fixtures.
- Supply and replenish consumables i.e. paper towels, toilet rolls, soap etc.

- Clean and maintain floor areas/surfaces using the appropriate equipment.
- clean the kitchen, fixtures and appliances.
- Clean and maintain Cleaning Store and equipment.
  - As required and under supervision respond to any requests for ad-hoc and specialist cleaning, adhering to Infection Control Guidelines.

## **Other Duties**

- Report any mechanical defects, pest sightings or building/environment faults to a supervisor.
- Collect and return keys after securing door, windows and exits.
- Use all PPE as required.
- Maintain a high standard of personal hygiene and be presentably dressed at all times wearing the correct uniform and identification.
- Use and care of approved cleaning materials and equipment at all times in accordance with the operator instructions.
- Maintain appropriate levels of chemicals and equipment in area of work.
- Regularly check machinery and equipment, changing filters when necessary and reporting faults as required.
- Undertake all cleaning duties in a safe manner using Hazard signs as appropriate.
- Ensure that all equipment and materials are used, cleaned and stored safely in compliance with COSHH regulation
- To attend all mandatory and department training sessions as requested by your manager

## **Decisions and judgements**

- The post holder can liaise with Senior ward staff, Head of Department or Domestic supervisor at any time
- Work Schedules prepared by manager based on National Cleaning Services / Contractual Specifications will be adhered to as far as possible.
- The Post holder can make decisions as to the order of work at their own discretion to fit in with ward procedures, priorities and patient needs

## **Most Challenging / Difficult parts of the job**

- Accessing areas for cleaning purposes and completing duties within time scales whilst maintaining an unobtrusive service.
- Regularly working in obnoxious smelling environment, e.g. urine, vomit excrement and receiving requests to remove body fluid spillages in public areas where

Applicable.

- Occasionally removing and reporting inappropriately discarded sharps e.g used needles in public areas.
- Lack of communication of essential information which affects the completion of duties e.g. requests for isolation / discharge cleaning, etc.
- Patient Choice – Have to work around patients' needs and clinical provision of service.
- Working in an area with Terminally ill /dying and /or aggressive patients

### **Communication and relationships**

- The post holder will be in Contact with all service users and domestic supervisor on a regular basis face to face or telephone
- Domestic staff will be expected to coach new staff on cleaning tasks further to the initial training carried out by the Supervisor/ manager.
- On a regular basis the post holder will develop a close relationship with long stay patients and relatives. Dealing with Patient deterioration and Bereavement may have an emotional impact on the post holder.
- To respect and support peoples equality and diversity

### **Governance**

The post holder will operate at all times to high standards of probity. This will include: -

- Complying with Health & Safety Regulations and COSHH.
- Complying fully with all policies and procedures in line with Trust Policies and procedures
- Complying with all current Hygiene Regulations.
- Complying with Standard Financial Instructions.
- Complying with the Data Protection Act. (Patient confidentiality)

**There may be a need for adjustments to the duties and responsibilities of the post as a result of changes to the delivery of patient services and as circumstances dictate.**

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