

## JOB DESCRIPTION

### Housekeeper non-inpatient units

#### JOB DETAILS

**Job title:** Housekeeper  
**Job code:** XXX  
**Band:** 2  
**Location:** Rikenel Gloucester  
**Accountable to:** Deputy Facilities Manager

#### JOB PURPOSE

- Work as a member of the Estates & Facilities Team in all areas of the site. Housekeeper will be expected to demonstrate a flexible attitude to their work to meet the needs of the service.
- Maintains a high standard of hygiene and cleanliness, as defined within the National Specification of Cleanliness.

#### DIMENSIONS

- The Estates & Facilities department provides a cleaning service across all GHC sites. The aim of the department is to provide a clean and safe environment for our patients, staff and visitors and to contribute to preventing and reducing the spread of Healthcare Associated Infections (HCAIs).

#### CORE KEY RESPONSIBILITIES

##### Service Delivery – Cleanliness

- Ensure the cleanliness of the environment in accordance with the National Standards of Healthcare Cleanliness 2021 or equivalent and to the agreed work schedules. The post holder will clean all areas of the site using a range of methods e.g. High dusting, damp dusting, vacuuming and mopping, in line with the NHS Cleaning Manual.
- Be responsible for maintaining and replenishing stocks of consumable items used within the department, i.e.: paper hand towels, soap, in a safe and responsible manner.
- Adhere to all aspects of Infection Control in all areas of work, including the use of colour coded equipment to ensure there is no spread of infection.
- Follow local procedures for reporting areas cleaned and highlighting issues which have prevented duties being carried out.
- Undertake enhanced cleaning duties under the direction of the Facilities Supervisor.

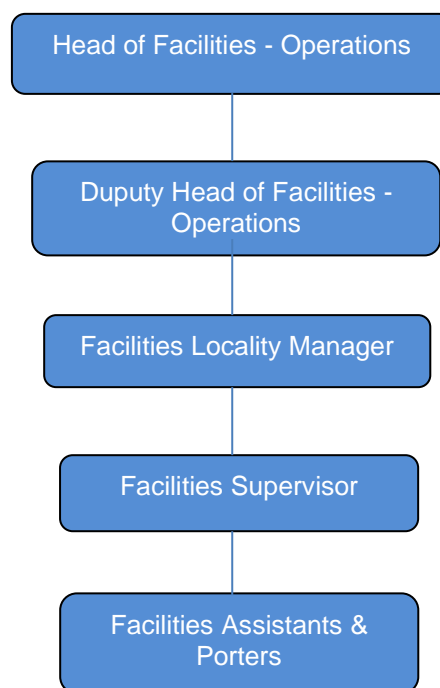
##### Service Delivery – Linen

- Change curtains as required under the direction of the Facilities Supervisor /unit manager and in accordance with a curtain change programme.

## SPECIFIC KEY RESPONSIBILITIES

- Report maintenance faults, building fabric issues, pests and any other concerns to the Facilities Supervisor.
- Collection, segregation and storage of waste from locations according to local procedures and the Trust's Waste policy.
- Ensure patient confidentiality, privacy and dignity is maintained throughout your work.

## ORGANISATIONAL CHART



## COMMUNICATIONS AND WORKING RELATIONSHIPS

- Maintain and enhance good working relationships between the Facilities Team and any other department.
- Communicate in a professional manner with all staff, patients and visitors with a customer focussed approach.
- Use of computer to access communications, e-learning and Electronic Staff Record system.

## EFFORT AND HEALTH & SAFETY FACTORS

- Ensure the correct use of chemicals for the type of surface and finish required, making certain the handling and usage of such are in line with the COSHH regulations, risk assessments, safe systems of work and training given.
- Report equipment defects to the Facilities Supervisor, ensure all equipment is cleaned after use and is left in a safe condition and ready to be used by the next person on duty.

- Undertake water flushing and record activity as part of the Trust water management processes and procedures.
- Maintain high standards of personal hygiene by wearing the uniform provided, and ensure that it is kept clean and presentable at all times.
- Attend training sessions not necessarily held at your place of work and at times not rostered to work.
- Ensure that all work is carried out in accordance with local Risk Assessments as per mandatory training, eg. Manual Handling and Health & Safety.
- Ensure all tasks are completed using the 'safe systems of work', i.e. the NHS Cleaning Manual, as instructed by your Facilities Team Leader / supervisor.
- Wear the staff name badge and identification provided by the Trust at all times when on duty and comply with the Uniform policy.
- Co-operate with managers and other employees to achieve a healthy and safe environment.
- Ensure, where instructed to do so, areas have been locked after cleaning if the area is not occupied and replace keys in compliance with local procedures.

### **MOST CHALLENGING PART OF THE JOB**

- Providing a reactive service when priorities change during a shift.
- Occasional exposure to distressing or difficult situations.
- Achieving standards required in a busy environment.

### **GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES**

The following are applicable to all posts and all employees:

#### **Trust Values**

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

#### **General Duties**

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

#### **Professional and Personal Development**

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a

regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

### **Infection Control**

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

### **Health and Safety**

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

### **Confidentiality**

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

### **Safeguarding: Adults and Children (Section 11 of the Children Act 2004)**

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

### **Freedom of Information**

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

## **Working on Non-Trust Premises**

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

## **Smoke Free Premises**

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

## **Diversity and Promoting Dignity at Work**

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

## **Data Quality**

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

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## **Physical Intervention Descriptors**

### **Working Well Pre-employment Assessment**

**Breakaway** – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical behaviour of others by providing evasion and self-protection strategies (**clinical and non-clinical**). Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.

