

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Hotel Services Assistant (Generic Worker)
Band:	Band 2
Directorate:	Integrated & Urgent Care
Department:	Ward/Team
Base:	
Responsible for:	
Responsible to:	Hotel Services Team Leader

Job Purpose:

The Generic worker:

Specific duties will be discussed at interview to meet service requirement.

You will work closely with the Housekeeper, Hotel Services Team Leader and other Hotel Services Staff, Matron, Assistant Head of Catering and where applicable some Heads of Departments.

The post holder will be directed by the Hotel Services Team Leader to carry out a range of duties for the needs of the service.

The cleaning of the work environment following a planned and methodical approach in order to ensure all areas are included.

Examples of areas cleaned are toilets, bathrooms, and patient's single rooms, ward areas, patient's day rooms, and lounges, offices, meeting rooms, external patio areas and the immediate external vicinity of entrances, outpatients departments, kitchens and sanitary areas.

The post holder will be required to resolve fault finding on equipment used or change in cleaning schedules.

Participate in training as directed by the Hotel Services Team Leader. This would include training in cleaning techniques and mandatory training such as Fire Safety, Moving & Handling, COSHH, and Infection Control.

Working alongside and supporting apprentices with their daily duties, using a buddy system, ensuring they fully understand all Health and Safety aspects of the role, Trust policies and procedures.

Complete environmental audits as required to monitor standards of cleanliness.



Finance Responsibility

The post holder will:- Catering staff at these sites only

Catering staff will empty vending machine monies for banking at the following sites only: Bridgwater Community Hospital, Minehead Community Hospital, Shepton Mallet Community Hospital, Frome Community Hospital, South Petherton Community Hospital West Mendip Community Hospital and Wincanton Community Hospital

The post holder will:-

Assist in maintaining a safe and hygienic environment in support of patient care by carrying out a range of duties to specific standards and process set out in the Operational Cleaning Manual and HACCP and other Trust policies and procedures, in line with Health and Safety work Act (HASAWA).

Date of Job Description: September 2020



Duties and Responsibilities

Communication and Key Working Relationships

KEY RESPONSIBILITIES:-

Porters – See Appendix A

Assistant Housekeeper – See Appendix B

Laundry Assistant – See Appendix C

Catering – See Appendix D

KEY RELATIONSHIPS:-

- Matron
- Hotel Services Team Leader
- Housekeeper
- Laundry Assistant,
- Assistant Head of Catering
- Sewing Room Technician
- Facilities Manager
- Deputy Facilities Manager
- Ward Team
- Clients / Patients
- Family relatives
- Visitors
- Professional staff

WORKING CONDITIONS:-

- Physical work forms part of daily practices e.g. moving, bending, and lifting carrying of small items manoeuvring of equipment, beds to carry out tasks.
- The post holder will be required to perform cleaning duties within the kitchen area. This area may become hot when loading or unloading of kitchen equipment.
- The post holder will be required to perform cleaning duties within the laundry area. This area may become hot when loading or unloading linen to the ward area.
- The post holder will be required to place food in hot trolleys and also to manoeuvre hot trolleys.
- The post holder may have contact with patients when delivering trolleys to ward areas.
- May be exposed to distressing circumstance i.e. death on ward or aggressive behaviour by patients / clients families depending on area of work.
- At certain periods of the day the department can get very hot and this can cause unpleasant working conditions.
- Protective clothing (PPE) must be worn when appropriate, complying with the Trust uniform policy.



- A degree of physical work forms part of daily practices e.g. moving / carrying small items of equipment or stores.
- Awareness of equipment within manual handling and lift guidelines, equipment will be provided to facilitate these tasks. Care must be taken to observe Trust Guidelines.
- Knives are an essential item of equipment whilst working in the kitchen and must be handled carefully.
- Knowledge of Control of Substances Hazardous to Health (COSHH) is required as cleaning chemicals form part of the cleaning procedure. Understand the risk relating to COSHH and exposure to hazards by mixing chemicals.
- As part of the Environment Cleaning Schedule and cleaning products listing, ensure the safe storage and use of cleaning products.
- The post holder will be exposed to dirty areas that include clothing fibres dust, smell, and bodily fluids.
- Ensure all detergents are used in accordance to manufactures instructions and stored safely when not in use.

Planning and Organisation

- Attend departmental meetings as required.

Analytics

- Will complete any required monitoring sheets as part of the role.

Responsibility for Patient / Client Care, Treatment & Therapy

- Respect patient's privacy and dignity whilst carrying out housekeeping duties.
- To be aware of the confidentiality of all patients clients within our care.

Policy, Service, Research & Development Responsibility

- You may be required to work at other hospital sites within the Trust depending on the demand of the service under the Trust organisational change policy.

Responsibility for Finance, Equipment & Other Resources

- Ensure the security of stock and premises.

Responsibility for Supervision, Leadership & Management

- Not applicable.

Information Resources & Administrative Duties

- Report any untoward incidents, accidents or complaints to the Hotel Services Team Leader, Sister in charge on shift, Matron.

Any Other Specific Tasks Required

- Respond to emergencies as appropriate.
- Maintain personal hygiene in line with Trust policy.



- Maintain a clean and tidy appearance wearing Trust uniform and ID at all times when on duty complying with departmental dress code and personal hygiene guidance.

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.



Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.



Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<u>QUALIFICATIONS & TRAINING</u>		
<u>Evidence of Qualifications required</u>		
• Range of work procedures and practices, base level of theoretical knowledge plus experience relevant to the post	E	
• Range of routine work procedures requiring job training over six weeks	E	
• NVQ or equivalent relevant to the role	E	
• Food Hygiene Level 2 certificate City and Guilds or equivalent (for Catering team only)	E	
• On the job training evidence for Secondary Food Handlers such as porters or Assistant Housekeepers	E	
• Significant range of varied work activities, performed in a variety of contexts	D	
<u>KNOWLEDGE</u>		
• Knowledge of allergies	E	
• Understanding of cleaning equipment	E	
• Knowledge of cleaning, food handling / hygiene COSHH procedures - cross infection	E	
• Understanding Health & Safety in the workplace including infection control and moving and handling procedures	E	
<u>EXPERIENCE</u>		
• Experience of catering / cleaning • in a commercial environment	E	
• Experience of cross infection and allergies when undertaking Linen and Laundry duties	E	



<p>SKILLS & ABILITIES</p> <ul style="list-style-type: none"> • Knowledge of procedures, relevant healthcare procedures • Proven experience working within the health care sector or in a commercial environment unless you are an apprentice • Compassionate - exceptional interpersonal skills with the ability to communicate effectively with patients, carers and relatives remaining sensitive and empathetic • Listens to others' views respecting and valuing individual patient needs • Ability to recognise and manage challenging situations in a calm and professional manner • Able to take instruction and direction and work effectively as part of a team • Ability to prioritise and assess the importance of the change in task request. • Good communication skills • Ability to follow written instructions / read notices and complete records • Ability to use IT Skills. • Ability to undertake physical tasks • Ability to undertake Manual handling procedures • Ability to work flexibly to meet the needs of the service 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>COMMUNICATION SKILLS</p> <ul style="list-style-type: none"> • Evidence of a good standard of Literacy / English language skills 	<p>E</p>	
<p>PHYSICAL SKILLS</p> <ul style="list-style-type: none"> • Basic driving may be required as part of the job role • Car driver or otherwise mobile with appropriate business insurance and ability to travel to other Trust sites. 	<p>E</p> <p>E</p>	



OTHER

- Willingness to use technology to improve standards of care and support to our patients
- Compassionate - open minded, treats colleagues, patients, carers and relatives with dignity and respect.
- To be able to demonstrate an awareness and responsibility whilst recognising the impact frequent exposure to distressing circumstances have on care and compassion.
- Flexible and adaptable to meet the needs of the patients.
- Ability to inspire hope, support recovery and make a difference.
- Act in a way that supports equality and diversity.
- Able to work under difficult circumstances
- Reliable and enthusiastic.
- Prepared to change shift if required could include weekends.

E

E

E

E

E

E

E

E

E

SUPPORTING BEHAVIOURS

To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.

- Kindness
- Respect
- Teamwork



SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions	✓		Working in hot ward areas and kitchens weekly
Working in physically cramped conditions		✓	
Lifting weights, equipment or patients with mechanical aids	✓		Moving objects, equipment, moving and handling daily.
Lifting or weights / equipment without mechanical aids	✓		Moving objects, equipment, moving and handling daily.
Moving patients without mechanical aids		✓	
Making repetitive movements		✓	
Climbing or crawling		✓	
Manipulating objects	✓		When moving objects daily
Manual digging		✓	
Running		✓	
Standing / sitting with limited scope for movements for long periods of time		✓	
Kneeling, crouching, twisting, bending or stretching	✓		When cleaning, moving items, checking stock and equipment weekly
Standing / walking for substantial periods of time	✓		Daily cleaning duties, moving around the building/department
Heavy duty cleaning	✓		Ad-hoc, when out breaks occur or in an emergency situation
Pushing / pulling trolleys or similar	✓		Moving trolleys and machines daily
Working at heights	✓		Ad-hoc, helping to change curtains
Restraint ie: jobs requiring training / certification in physical interventions		✓	
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another (give examples)	✓		Frequently during the day, being asked to clean other areas, doing beverage runs and lunch service.
Carry out formal student / trainee assessments		✓	
Carry out clinical / social care interventions		✓	



Analyse statistics	✓		Completing monitor forms.
Operate equipment / machinery	✓		Weekly/monthly floor cleaning. Working when short staffed and buddy a new member of staff
Give evidence in a court / tribunal / formal hearings	✓		Maybe if needed
Attend meetings (describe role)	✓		Local departmental meetings
Carry out screening tests / microscope work		✓	
Prepare detailed reports		✓	
Check documents		✓	
Drive a vehicle	✓		Maybe to attend training
Carry out calculations		✓	
Carry out clinical diagnosis		✓	
Carry out non-clinical fault finding	✓		Checking equipment prior to and during working duties.
Emotional Effort	Yes	No	If yes - Specify details here - including duration and frequency
Processing (eg: typing / transmitting) news of highly distressing events		✓	
Giving unwelcome news to patients / clients / carers / staff		✓	
Caring for the terminally ill		✓	
Dealing with difficult situations / circumstances	✓		If they come across an incident or issue
Designated to provide emotional support to front line staff		✓	
Communicating life changing events		✓	
Dealing with people with challenging behaviour	✓		Daily – this could be staff, patients or visitors.
Arriving at the scene of a serious incident		✓	
Working conditions – does this post involve working in any of the following:	Yes	No	If yes - Specify details here - including duration and frequency
Inclement weather		✓	
Excessive temperatures		✓	
Unpleasant smells or odours	✓		Daily – ward, food waste, waste in general.
Noxious fumes		✓	
Excessive noise &/or vibration		✓	



Use of VDU more or less continuously		✓	
Unpleasant substances / non household waste	✓		Daily – whilst removing waste
Infectious Material / Foul linen	✓		Yes if asked to move linen
Body fluids, faeces, vomit	✓		Ad hoc if staff need support
Dust / Dirt	✓		Ad hoc if staff need support
Humidity	✓		Ad hoc if staff need support
Contaminated equipment or work areas	✓		Ad hoc if staff need support
Driving / being driven in Normal situations	✓		Attend any training on sites
Driving / being driven in Emergency situations		✓	
Fleas or Lice		✓	
Exposure to dangerous chemicals / substances in / not in containers	✓		During usage/cleaning of areas and entering Store Rooms
Exposure to Aggressive Verbal behaviour	✓		On occasions – staff, patients, visitors and contractors
Exposure to Aggressive Physical behaviour		✓	



PORTERS

- Escort patients between departments, wards and buildings.
- Transport equipment, medical records, mail, meals, specimens and linens.
- May be requested to collect patient's prescription from the local pharmacy.
- Provide a service to patients.
- Manipulate trolleys, wheelchairs, beds, van driving.
- Record and handle gas cylinders and gauges as trained and directed by the Hotel Services Team Leader.
- Assist as necessary, in the delivery of a range of cleaning duties conjunction with the Housekeeper and Ward Team.
- Problem solving within own job role, when there is a conflicting demand from nursing staff.
- Communicate with colleagues in connection with own job / communicate with colleagues, patients and staff.
- The post holder will communicate with the Hotel Services Team Leader and the staff to provide advice on infection control cleaning procedures when needed.
- To be aware of the confidentiality of all patients clients within our care.
- Where applicable assist, as necessary, in the delivery of patients meals in conjunction with the Assistant Head of Catering and the Ward Team.
- Face to face contact with patients may have barriers to understanding when delivering meals or beverages.
- Undertake cleaning duties in accordance with the Operational Cleaning Manual and cleaning schedules throughout the hospital premises, this may include wards, outpatients departments, offices, kitchens and sanitary areas.
- Understand the risk relating to COSHH and exposure to hazards by mixing chemicals.
- As part of the Environment Cleaning Schedule and cleaning products listing, ensure the safe storage and use of cleaning products.
- The handling and safe storage of all waste this will include the handling of bagged clinical waste in addition to recyclables and general waste.
- Undertake Legionella flushing and record details three times per week as per Trust Policy.



- Change all types of curtains when appropriate complying with Operational Cleaning Manual. Ensure correct bagging and labelling procedures are followed.
- Launder dirty microfiber cloths and mops in accordance with Trust laundry guidelines.
- Report any maintenance or equipment that require repair or out of date equipment requiring PAT testing (Portable Appliance Testing) issues to the Housekeeper or Hotel Services Team Leader as appropriate.
- Report any untoward incidents, accidents or complaints to the Hotel Services Team Leader, Sister in charge on shift, Matron



ASSISTANT HOUSEKEEPER

- Communicate with colleagues in connection with own job / communicate with colleagues, patients and staff.
- The post holder will communicate with the Hotel Services Team Leader and the Infection Control staff to provide advice on infection control cleaning procedures when needed.
- Replenish cleaning materials and equipment at the end of each shift.
- Ensure visitor's toilets are checked / monitored three times per day recording the time and date in line with the Trust Operational Cleaning Manual.
- Undertaking Legionella flushing regimes on identified water outlets within the building and keeping accurate records of this.
- Will complete monitoring sheets, as part of the role.
- Change all types of curtains when appropriate complying with Operational Cleaning Manual. Ensure correct bagging and labelling procedures is followed.
- Handle soiled linen and waste bags as required taking to the sluice, disposal hold or waste compound as directed.
- Assist, as necessary, in the delivery of hot / cold snacks and beverages, as requested, offering 24 hours Ward Pantry service in line with the Better Hospital Food Programme.
- Assist the Housekeeper in the delivery of fresh water 3 times a day.
- Assist with cleaning / washing of all equipment / utensils used in preparation, serving and consuming of food and beverages, as necessary.
- Assist, as necessary, with the cleanliness of the Ward Pantry including stock levels and rotation of stock also ensuring all monitoring forms are fully completed.
- Assist the Housekeeper, as necessary, with the labelling and storage of refrigerated food, ensuring temperature of the refrigerator is recorded twice each day, in line with Trust Policy.
- Undertake cleaning duties in accordance with the Operational Cleaning Manual and cleaning schedules throughout the hospital premises, this may include wards, outpatients departments, offices, kitchens and sanitary areas.
- Ensure that all equipment is stored in a safe manner and kept in a clean condition and report any defects or failures, to the Housekeeper or Hotel Services Team Leader.
- Report any maintenance or equipment that require repair or out of date equipment requiring PAT testing (Portable Appliance Testing) issues to the Housekeeper or Hotel Services Team Leader as appropriate.



- Respect patient's privacy and dignity whilst carrying out housekeeping duties.
- Cleaning schedules throughout the hospital premises, this may include wards, outpatients departments, offices, kitchens and sanitary areas.
- To be aware of the confidentiality of all patients clients within our care.
- Report any untoward incidents, accidents or complaints to the Hotel Services Team Leader, Sister in charge on shift, Matron



LAUNDRY ASSISTANT

- The post holder will communicate with the Hotel Services Team Leader and the Infection Control staff to provide advice on infection control cleaning procedures when needed.
- Receive, check, sort and distribute clean linen to wards and departments each day.
- Deal with complaints about linen shortages by nursing staff and action as required.
- Launder dirty microfiber cloths and mops in accordance with Trust laundry guidelines.
- Order, stock and control linen levels so that adequate supplies are maintained at all times contacting the Laundry Company when necessary if not.
- Will complete monitoring sheets, as part of the role following the Operational Cleaning Manual for direction.
- Maintain all relevant records weekly as directed by the Hotel Services Team Leader.
- Ensure laundry equipment is used safely and kept in a clean condition, reporting any defects to the Hotel Services Team Leader or Housekeeper.
- Clean the laundry area daily as directed by the Hotel Services Team Leader or Housekeeper.
- Report any maintenance or equipment that require repair or out of date equipment requiring PAT testing (Portable Appliance Testing) issues to the Housekeeper or Hotel Services Team Leader as appropriate.
- Report any untoward incidents, accidents or complaints to the Hotel Services Team Leader, Sister in charge on shift, Matron.



CATERING

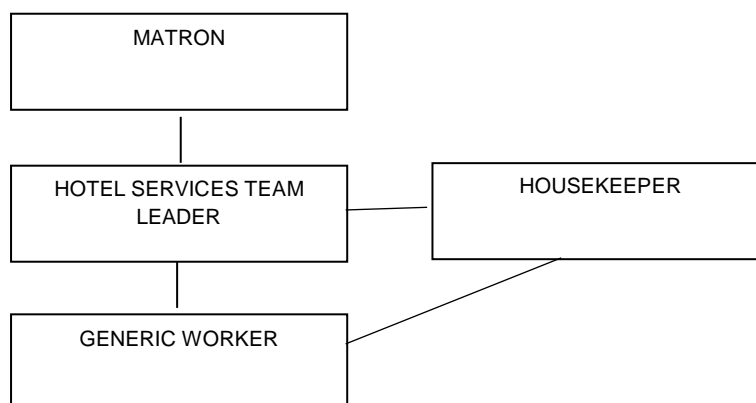
- The post holder will work in the catering department to help prepare meals ready for patient meal times. Cooking of items is to a minimum as main meals, hot and cold desserts are pre prepared. In line with the Food Safety Act (Legislation) will require a certified qualification.
- To be aware of food allergens, at all times, when re-generating of food and when dealing with the patient / clients / staff.
- To maintain the principles of safe food preparation and storage at all times.
- Regenerate pre-prepared foods ensuring all foods for patients and staff meet the required standard using the cook / freeze method.
- Prepare salads, sandwiches and other basic food items.
- Exercise good portion control using specified standards.
- Follow instruction, guidance and work schedules given by the Hotel Services Team Leader or Assistant Head of Catering.
- Ensure all working areas are kept tidy, clean and in a hygienic condition, by undertaking daily cleaning duties using specified cleaning schedules.
- Assist with the ordering of provisions as and when requested.
- Receive, check and record weekly deliveries for quantity, quality and temperature where applicable.
- Ensure deliveries are checked in and stored ensuring stock rotational methods are followed at all times.
- Ensure all equipment is used and stored in a safe manner and kept in a clean condition and report any defects or failures to the Hotel Services Team Leader or Assistant Head of Catering.
- Work within the provision of Food Hygiene Regulation following departmental policies / procedures.
- Maintain all relevant records in compliance with the HACCP document to ensure due diligence.
- Ensure all requests for functions / buffets etc. are prepared and delivered in a professional manner.
- Ensure any vending machines are stocked as per agreed procedures.
- Record waste from vending machines.



- Record all Kitchen deliveries on the monitoring form as stated in HACCP.
- Inform nursing and housekeeping staff of any menu changes or dietary information or availability.
- Complete staff surveys or food audits.
- Concentration is needed when reading heating guidelines, checking of patients / clients dietary request taking into account any restrictions e.g. diabetes, allergy or special diets and textured.
- Complete probe calibration record sheets as directed by HACCP.
- Report any untoward incidents, accidents or complaints to the Hotel Services Team Leader, Sister in charge on shift, Matron.



Department Organisational Chart



Department Core Purpose

Dimension Type	Dimension No	Dimension Name	Full Outline (Second Gateway)		Foundation Outline (Foundation Gateway)	
			Level	Indicator	Level	Indicator
Core	C1	Communication	1	All	1	All
Core	C2	Personal & People Development	1	All	1	a-e
Core	C3	Health, Safety & Security	1	All	1	All
Core	C4	Service Improvement	1	All	1	a-c
Core	C5	Quality	1	All	1	All
Core	C6	Equality & Diversity	1	All	1	All
Specific	HWB2	Assessment & Care Planning	1	All	1	All

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			

