

JOB DESCRIPTION

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| Job Title: | Facilities Domestic Assistant |
| Directorate: | Facilities |
| Department: | Facilities |
| Professionally accountable for: | Not applicable |
| Responsible to: | Facilities Supervisor |
| Accountable to: | Facilities Operational Manager |
| Pay band: | Grade A |
| Location: | Birmingham Children's Hospital |
| Hours of Work: | |
| Contract: | Grade A |
| On call requirement: | No |
| Disclosure required: | Enhanced and <i>refer to Employment Checks Policy</i> |
| Professional Registration: | No |

Job outline:

The Facilities Assistant ensures that the ward environment is clean and tidy complying with NHS standards, infection control and health and safety directives.

"Making the hospital a clean, safe & comfortable place to enhance your recovery."

As a Facilities Assistant you are required to undertake a 12 month NVQ Level Apprenticeship in Cleaning.

Key Result Areas:

General

- To work in any area/department within the hospital as assessed by the Domestic Supervisors.
- To perform all duties as stated on the standard operating procedure or procedure sheet for area of work assigned for.
- To perform isolation cleaning of infected cubicles upon request.
- To operate mechanical/electrical domestic equipment and report any faults to the Facilities Supervisor. Always check electrical equipment before use.
- To undertake kitchen duties as required and washing up of crockery/cutlery following patients meals.
- Responsible for the replenishing of disposable materials, i.e. handtowels, soap etc.
- Responsible for the collection and removal of waste as per waste disposal policy.
- To adhere to all Facilities Services Policies and Codes of Practice.
- To maintain the required standard of cleaning services following the correct procedure and frequencies.
- Undertake a variety of cleaning duties in line with the ward/area/location cleaning schedules.
- Operate mechanical cleaning equipment.
- Replenish disposables and consumables.
- Safely and correctly store cleaning chemicals and equipment.
- Carry out specialist cleaning and one off cleaning duties in line with Supervisors requirements.
- Ensure that there is a general, pleasant and well maintained environment for service users – this will include looking after fixtures and fittings and hard and soft services.
- Observe good personal hygiene practices according to Local and Trust policies.
- Maintain a clean and tidy appearance.
- Wear the correct uniform and other protective clothing/items required for the role.
- Comply with the Trust Uniform Policy.
- Ensure that they do not take personal belongings (i.e. mobile phones, handbags etc) onto there are of work, unless the ward have designated a locker for their personal use.
- Must not use mobile phones at any point whilst on duty.
- Must adhere to the Trust No Smoking Policy at all times.
- All paid breaks and rest times are to be taken in the Trust restaurant or specified place on the area of work.
- No food or drink should be stored or consumed within the cleaning or storage cupboards.

FINANCIAL AND PHYSICAL RESOURCES

- Observe a personal duty of care in relation to equipment and resources used in the course of the duties performed on a day to day basis (tools, equipment and stock).
- Use all Trust equipment and other property in a safe and appropriate manner.
- Report any misuse of, or faulty equipment to the appropriate person.

INFORMATION RESOURCES

- Provide work related information to supervisor where required for data management.
- Complete legislative and Trust documentation where applicable (e.g. reporting accidents, adverse incidents).
- Notify Supervisor/Estates or Security if you notice any issues with fire doors, security locks whilst on your area of work
- Provide work related information to supervisor where required for data management.

OTHER

- The post holder will be required to work as part of the wider Facilities Department, providing an integrated and flexible service and as such, may sometimes be required to undertake duties within other areas of the Hospital should the needs of the service demand it, or such cover for sickness, annual leave and increased workloads within Portering or another area within Facilities which is at a Band 2 level. Training will be provided when this arises to ensure that staff are able to carry out the duties.
- Work in a positive manner.
- Carry out generic and flexible ways of working.
- Suggest new improved ways of working as required for own role.
- Self assure own work and where applicable sign off the work of others

GENERIC AND FLEXIBLE WORKING

Examples of generic and flexible duties for all Facilities staff are detailed below (please note that this list is not exhaustive).

- All duties carried out will be reasonable to the individual and will be in line with their skill set, abilities, competences and level of job. Where applicable, adequate training will be provided

prior to task being undertaken.

- Work in all areas and location within facilities.
- Make visual checks on fire doors/exits and to report any issues.
- Internal litter picking.
- Hang and take down curtains.
- Wash walls.
- Cleaning shower heads.
- Report maintenance issues.

DEMANDS OF THE POST

The following highlights the physical, mental and emotional demands and the working conditions for this role. Where appropriate, regular risk assessments will be undertaken, training and supervision will be provided and if applicable, appropriate safety equipment will be issued. Your supervisor/manager will provide you with further information if required.

Physical Effort - Frequent requirement to exert moderate physical effort for several short periods during a shift

Mental Effort - Occasional periods of concentration required where work pattern is predictable.

Emotional Effort – Exposure to distressing or emotional circumstances is rare.

Working Conditions – Frequent exposure to highly unpleasant working conditions.

Physical Skills – Physical skills required which are normally obtained through practice over a period of time during practical training e.g. use of some tools and types of equipment.

- **Job Requirements –**

Attend meetings

Be flexible with working hours when workload demands

Body fluids, faeces and vomit- in public areas i.e. corridors

Contaminated equipment or work areas

Dust/dirt

Exposure to dangerous chemicals/substances in/not in containers

Heavy duty cleaning

Infections materials

Kneeling, crouching, twisting, bending or stretching

Lifting weights/equipment with mechanical aids

Lifting weights/equipment without mechanical aids

Making repetitive movements

operate equipment/machinery

Pushing/pulling trolleys or similar

Required to carry out generic duties to support the department as required

Unpleasant smells/odours

Unpleasant substances/non-household waste

Working at heights.

Best Value /Customer Care

- All members of staff are required to understand, exercise and deliver the principles of Best Value to support and achieve the aims of the Directorate and the Trust.
- It is our aim in the Department of Facilities to provide service users and clients with the best possible attention to service. In order to meet this aim, all members of staff are required at all times to put the service user or client first and to do their utmost to meet their requests and needs courteously and efficiently. To ensure that all members of staff understand the principles of customer care and its effects on their particular post and service, full training will be given.

Equality & Diversity

All members of staff are expected to work effectively and positively with the guidance of the Equality and Diversity Policy; this includes:

- Co-operating with measures introduced within the Trust to ensure equality of opportunity and non-discrimination
- Not to induce or attempt to induce other members of staff, trade unions or management to practice unlawful discrimination
- Not to victimise or attempt to victimise individuals on the grounds that they have made complaints or provided information on discrimination
- Not to harass, abuse, bully or intimidate other members of staff in any way that is offensive to them

- Inform management, Equality and Diversity Lead/Champion and trade union representatives if they suspect that less favourable treatment is taking place, for example, in employment decisions, access to training, granting of leave.

Expectations

In line with level of role and training all members of staff must have the ability and willingness to:

- Adhere to existing work practices, methods and procedures
- Be adaptable and flexible
- Carry out generic work duties
- Ability to work with and manoeuvre equipment up to a maximum weight of 460 Kg (Partially motorised vehicle).
- Communicate with a wide range of people in a polite and professional manner
- Complete all work related documentation (including legislative and trust documentation where applicable)
- Demonstrate an exemplary standard of personal conduct, positive attitudes and behaviour
- Demonstrate an enthusiasm for a quality service
- Display a common sense approach to working
- Maintain confidentiality
- Organise and plan own day to day work tasks and activities
- Problem solve (in line with level of role) to secure desired outcomes
- Progress a wide range of duties and demands
- Respect the thoughts, actions and opinions of others
- Support others within the department and the directorate offering advice where appropriate
- Travel across site (within the Trust)
- Understand work procedures and practices within own department
- Use initiative and work individually
- Work flexible hours (including overtime when workload demand)
- Work to and meet deadlines
- Work unsupervised
- Work well as part of a team to achieve shared goals

Health & Safety

- Working safely and undertaking responsibilities as prescribed by the Health and Safety at Work Act 1974
- Observing the current use and care of equipment in accordance to Local and Trust Health and Safety Policy
- Observing personal duty of care when using equipment
- Ensuring safe moving and handling techniques are followed at all times
- Observing and be aware of work related Health & Safety issues, risks and hazards
- Applying the necessary concentration required to undertake duties safely and efficiently
- Making themselves aware of (and follow) the full range of all Trust Health and Safety Policies and Procedures
- Reporting any accidents/incidents
- Undertaking relevant Health and Safety Training

Infection Control (non clinical)

All members of staff are required to maintain an up to date awareness of the infection control precautions relevant to their area of work and implement these in practice. As a minimum, this must include hand hygiene, the use of personal protective equipment and communicating the importance to service users and other healthcare staff you are working with. Details of the precautions and sources of advice and support to assess and manage infection control risks are provided through mandatory training which all staff must attend at intervals defined in the Trust Policy on Mandatory Training and in the Trust's Infection Control Policies and National Guidance, such as that published by NICE.

Learning and Development

All members of staff are required to

- The Facilities Assistant role requires you to undertake a 12 month NVQ Level Apprenticeship in Cleaning .
- Keep an up to date CPD training log
- Participate in relevant training to keep knowledge skills up to date (statutory, mandatory and job specific)
- Participate in the Appraisal process
- Take part in the Knowledge and Skills Framework Review process
- Provide information to others to help them meet their work demands (for example apprentices or new starters)

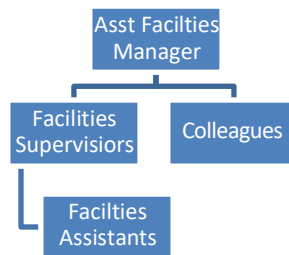
- Follow the requirements of individual training plans
- Make use of learning resources, development activities and opportunities as and when required.
- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the Trust's individual performance review process to ensure continued professional development.
- **Job Limitations:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their Manager/Supervisor/Consultant. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Health & Safety:** The post holder is required to co-operate with the Trust to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Quality and Service Development:** To challenge, in a positive manner, current working practices promoting a culture of continuous improvement and striving to create a 'learning organisation'.
- **Professional Development:** To take every reasonable opportunity to maintain and improve your professional knowledge and competence.

Vision and Values of the Trust

- Understand the Trust's key priorities and those of your Department and how these translate for you
- Use the Trust's Values to the achievement of equality, equity and optimum performance.
- Promote an effective team ethos.
- Promote equality, diversity and rights, and treat others with dignity and respect ensuring duties are delivered that reflect this.
- Promote equality, diversity and Human Rights in how you work by having positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity and outcomes in working practices.

- Working and complying with legislation and organizational policies.
- Ensure that colleagues are treated fairly. Behave in a non-discriminatory way and challenge the discriminatory behavior of others. Be supportive of colleagues or service users who wish to raise issues about discriminatory practice or experience.

Position in the Organisation & Key relationships



SUPPLEMENTARY DUTIES AND RESPONSIBILITIES

HEALTH AND SAFETY

You have a legal responsibility not to endanger yourself, your fellow employees and others by your individual acts or omissions. The postholder is required to comply with the requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

CONFIDENTIALITY

Attention is drawn to the confidential nature of the information collected within the NHS. The unauthorized use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information, could result in prosecution or action for civic damage under the Data Protection Act 1998.

It is a condition of your employment that, should you come into possession of information relating to the treatment of patients or the personal details of an employee, you should regard this information as confidential and not divulge it to anyone who does not have the right to such information.

The Trust fully upholds the Caldicott Report principles and you are expected within your day to day work to respect the confidentiality of patient identifiable information.

INFECTION PREVENTION AND CONTROL

The Trust is committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work and must attend Infection Control training commensurate to their role.

MAJOR INCIDENTS

In the event of a Major Incident or Pandemic you may be asked to carry out other duties as requested. Such requests would be in your scope of competence, reasonable and with staff side agreement. You would also be reasonably expected to participate in training for these infrequent events.

RISK MANAGEMENT

The post-holder should be aware of the process for reviewing systems and improving them, in order to increase patient safety and improve the service provided by BCH. All staff (on permanent, temporary or honorary contracts) should have an awareness of the risk management processes and

an understanding of risk management as part of the Governance agenda. This includes assessing, monitoring and managing all aspects of risk, including the planning and undertaking of any remedial action.

All staff should ensure they are aware of the Trust Risk Manual. All staff must be aware of their responsibility for reporting any adverse incidents, including “near miss” events, in accordance with the Trust’s Policy and guidance from the National Patient Safety Agency (NPSA).

EQUALITY AND DIGNITY

The postholder will be expected to adhere strictly to principles of fairness and equality in carrying out the role. At all times the postholder will be required to show respect for and maintain the dignity of patients, the public and work colleagues.

The Trust will not tolerate any form of bullying or harassment, violence or aggression against its employees.

SAFEGUARDING

As a Trust employee you are required to comply with all legislation and guidance relating to safeguarding children and promoting their health and welfare. If you are being investigated regarding child protection concerns, or become subject to such investigations, appropriate steps may have to be taken such as redeployment, increased supervision etc. and, depending on the outcome of the investigation, there may be implications for your continued employment. You are required to inform the Head of Child Protection Support Service if your own children are/become subject to child protection procedures. This information will be treated in a confidential manner.

COMMUNICATION

An integral part of the role is to communicate effectively with their staff and colleagues.

INDUCTION

It is the responsibility of every employee to participate fully in induction.

A Trust wide induction course is held on the first and third Monday of each month and local induction will be provided within your own place of work.

APPRAISAL AND PERFORMANCE MANAGEMENT

All staff will be expected to fully participate in the Appraisal/ Performance Management process. This obligation will include the preparation for and attendance at appraisal/performance management interviews and completion of the associated documentation. All staff are expected to have completed the NVQ Level 2 in Cleaning over 12 months .

For Consultant Medical Staff an annual appraisal and review of the Job Plan is a contractual requirement.

Failure to participate in any stage of the process will render the process ‘incomplete’.

WORKING TIME DIRECTIVE

The working Time Regulations 1998 require that you should not work more than an average of 48 hours each week, i.e. in a 17 week period no more than 816 hours or 1248 hours in a 26 week period. To work more you must have the authorisation of your manager and you must sign an opt-out agreement that you choose to work more.

Should you have more than one job with the Trust or have a job with another employer, then the total hours worked in all your jobs should not exceed the average of 48 hours as above. You are therefore required to inform your manager if you continue to work elsewhere and the number of hours you work, or if you take up work elsewhere during your employment with the Trust.

PERSON SPECIFICATION

Job Title:

Facilities Assistant

| | Essential | Desirable | Evidenced by |
|---|-----------|-----------|--------------|
| A – Qualifications | | | |
| Basic cleaning qualification – NVQs 1 or 2 or similar in a relevant discipline | | x | A / I |
| | | | |
| B – Knowledge/Experience | | | |
| To have an understanding of the role and associated work procedures. | x | | A / I |
| Experience of working in a similar role or discipline. | | X | |
| Experience of working in the NHS. | | x | |
| C – Skills – for example | | | |
| Basic Skills for Role | | | |
| • Basic knowledge of cleaning materials | | X | A/I |
| • Basic manual handling qualification | | X | |
| • Experience of manual handling techniques | | X | |
| • Knowledge of COSHH | | X | |
| Communication/Relationship skills: | | | |
| • Communicate appropriately with others at work | | X | |
| • Listen to and respond to simple information, ask questions to clarify understanding | | X | |
| • Respond appropriately to queries and complaints | | X | |
| • Take part in discussions on familiar topics | | X | |
| • Complete simple forms | | X | |
| • Read and understand short piece of text | | x | |
| Mathematical Skills | | | |
| • Read and understand simple symbols, diagrams and charts | | x | |

| | | | |
|---|---|------------|-------|
| <ul style="list-style-type: none"> Extract numerical information from lists, tables, diagrams and simple charts Tackle practical problems using simple calculation | | x x | |
| Physical skills: <ul style="list-style-type: none"> Kneeling, crouching, twisting, bending or stretching. Lifting weights/equipment with mechanical aids. Lifting weights/equipment without mechanical aids. Making repetitive movements. Operate equipment/machinery. Pushing/pulling trolleys or similar. | x | | A / I |
| D – Approach/Values | | | |
| <ul style="list-style-type: none"> Demonstrate alignment with the values and beliefs of the Trust | x | | I |
| <ul style="list-style-type: none"> Demonstrate an understanding of the practices of equality and inclusion in the delivery of this role | x | | I |
| <ul style="list-style-type: none"> Team working | x | | I |
| <ul style="list-style-type: none"> Punctual and flexible across hours of work when required | x | | I |

To be evidenced by key:

A – Application

C - Certificate

I – Interview

T - Test

Approved by:

| | |
|--------------------|--|
| Name | |
| Post holder | |
| Approved | |
| Manager | |

Date