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JOB DESCRIPTION

Housekeeper Band 2

Post Title: Housekeeper

Department: Facilities

Location: BCHFT

Directorate: Corporate

Band: 2

Hours: TBC

Contract Type: Permanent

Responsible to: Facilities Supervisor – Housekeeping

Responsible for: NA

Job Purpose

The Housekeeper will report to the Facilities Supervisor - Housekeeping on each Ward.

The role of the Housekeeper is to work within the Trust Facilities Management structure to ensure that the housekeeping service supports clinical colleagues.

Key areas of responsibility;



- To ensure the environment is cleaned to National standards.
- Deliver meal/beverage service
- Bed making
- Cleaning medical/hard equipment.
- Manage linen quality.
- Report Maintenance issues

Critical to the success of the role shall be the provision of a service that is safe, efficient and which delivers a quality environment in a timely manner that promotes the health and well-being of the service users and which is in line with the Dept. of Health, CQC, PLACE & NHS standards including the Hygiene Code & new government standards relating to food, hydration and better hospital food etc., throughout the whole organisation.

- The housekeeper will enhance the patient's experience by ensuring that the clinical environment is presented and maintained in a way which maximises the patient's sense of comfort, safety, and well-being.

Main Duties/Responsibilities

- 1.1 Responsible for the safe and delivery of the housekeeping/catering services
- 1.2 Responsible for undertaking scheduled cleaning tasks, including the cleaning of clinical equipment, as schedules
- 1.3 Responsible for upholding all infection Prevention and Control Measures as required within the Trust.
- 1.4 Responsible for ensuring that all domestic consumables are available at all times in the appropriate dispenser/holder.
- 1.5 Responsible for undertaking ad hoc cleaning tasks as required by the Facilities Supervisor - Housekeeping or nursing staff.
- 1.6 Responsible for undertaking catering tasks as per the work schedule ensuring that all Food Hygiene and Health & Safety legislation is adhered to.
- 1.7 Responsible for ensuring that the day room and dining areas are kept presentable for patients and visitors.
- 1.8 Responsible for ensuring that there are sufficient ingredients for beverages and condiments at all times.
- 1.9 Responsible for ensuring there are sufficient ward provisions and snack boxes at all times
- 1.10 Responsible for assisting with the curtain change programme
- 1.11 Responsible for reporting the need for any estates maintenance request to the housekeeping supervisor
- 1.12 Responsible for making beds on a daily basis, stripping beds three days a week and undertaking a full mattress clean weekly.
- 1.13 Responsible for removing soiled linen from the ward.



- 1.14 Responsible for identifying areas for continuous improvement and liaising with the Senior Housekeeper to develop those improvements
- 1.15 Responsible for closed liaison and interfacing with the nursing staff to ensure there is a co-ordinated approach to the delivery of the housekeeping service.
- 1.16 Responsible for ensuring that housekeeping tasks have been undertaken competently in order that the Trust preforms well in internal and external audits.
- 1.17 Responsible for ensuring any complaints received are relayed to the Facilities Supervisor - Housekeeping and any adjustments or corrective actions are implemented.
- 1.18 Support Clinical Team on Wards in the cleaning of bodily fluid spillages
- 1.19 Support Clinical Team in appropriate use of cleaning products and cleaning methods.
- 1.20 When required to clean and maintain the waste holding compounds to ensure waste is segregated as per legislation in to correct receptacles.
- 1.21 When required to sweep and litter pick around the site, to ensure that the site is a safe clean environment.

2. Management and administrative

- 2.1 To ensure that the work schedule produced for the post is adhered to and work tasks are recorded daily.
- 2.2 To ensure that HACCP guidelines are followed and correctly recorded.
- 2.3 To deliver the highest levels of customer service promoting a professional and caring manner.
- 2.4 To wear the uniform provided and adheres to uniform policy to ensure a professional image and manner is portrayed.

3. Financial, Governance and Budget Responsibilities

- 3.1 To ensure that the services are always timely, of required and in accordance with service level agreements and schedules.
- 3.2 To use products as directed in accordance with COSHH Guidelines

4. Performance, Risk and incident reporting

- 4.1 Effectively demonstrate compliance with all aspects of the Trust's risk, safety and all Governance Processes
- 4.2 Responsible for ensuring that there is appropriate adherence to health and safety in undertaking tasks and to ensure compliance with current legislation e.g. food safety, environmental health, COSHH, etc. as directed by the Senior Housekeeper



- 4.3 Assist with trialling of proposed “new ways of working” specific to the delivery of the housekeeping services when required.
- 4.4 Responsible for ensuring that basic maintenance check of equipment are undertaken and that they are kept secure and are safe to use.
- 4.5 To ensure all equipment is kept clean and well maintained at all times
- 4.6 To comply with colour coding & waste management regulations
- 4.7 To ensure the safe collection and removal of items in accordance with guidelines are adhere to.

5. Continuous improvement and innovation

- 5.1 Work with the Facilities Supervisor - Housekeeping to seek ways in which services can be continuously improved.

6. Quality standards and monitoring

- 6.1 To ensure that all housekeeping quality standards ae adhered to and actively take part in the monitoring of those standards as required.

7. Communications

- 7.1 Proactively discuss with the Housekeeping Supervisor and/or nursing staff any issues that need resolution for tasks to be undertaken effectively
- 7.2 To be proactive in ensuring effective relationships are maintained
- 7.3 To work well and effectively in a team and alone.

8. General Responsibilities

- 8.1 Identify own training and development needs and undertake appropriate training/education as required, supported by a Personal Development Plan and Continuing Professional Development.
- 8.2 To attend all mandatory and non-mandatory training as required

Trust Values

Employees, workers, and / or contractors will be expected to uphold the values of the Trust and exhibit the expected Trust behaviours aligned to the Trust’s values. Individuals have a responsibility to ensure that they display the Trust values and behaviours in carrying out their job and that individuals feel able to challenge (or raise a challenge) when other colleagues’ behaviours breach the spirit of Trust values.

Confidentiality and Data Protection



Staff are to familiarise themselves with the Employer's data protection policy when this is available, which sets out its obligations under the General Data Protection Regulation, the UK Data Protection Act 2018 and all other data protection legislation. You must comply with the Employer's data protection policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation and only for the purposes of your work for the Employer. The Employer will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Employer's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Employer's Data Protection Officer.

Data Quality

The post holder should ensure any data/information prepared for either internal or external analysis is 'fit for purpose' i.e. that it is accurate, valid, reliable, timely, relevant and complete.

No Smoking

The Trust has a no smoking policy. Smoking is not allowed on any Trust premises.

Health and Safety

The post holder will take personal responsibility for any Health & Safety issues and obligations under the Health & Safety at Work Act. The post holder should also be aware of and comply with other relevant legislation and policies e.g. Fire Regulations.

Clinical Governance

All employees are required to actively contribute towards the Trust's clinical governance systems, taking responsibility as appropriate for quality standards, and work towards the continuous improvement in clinical and service quality.

Infection Prevention & Control

Infection prevention & control is everybody's responsibility, it is a requirement for all Trust staff to comply with all Trust infection control policies and procedures.

- All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in



infection control matters and that they challenge poor infection control practice in their workplace.

- All staff must adhere to the Trust's Hand Decontamination Policy
- All staff are expected to behave in a manner which protects patients, public and colleagues from infection risks within the scope of their role.
- All staff should have infection control training at induction and annual infection control updates as required.
- All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

Safeguarding Adults

Safeguarding is 'Everybody's Business'. It means protecting people's health, well-being and human rights. It includes protecting their rights to live in safety, free from abuse and harm; taking their views, wishes, feelings and beliefs into account. In the West Midlands, the main statutory agencies work together to promote safer communities, to prevent harm and abuse and to deal with actual or potential when concerns arise. These Organisations which include Black Country Healthcare NHS Foundation Trust work together to achieve these outcomes by working within the Safeguarding Adults multi-agency policy and procedures for the West Midlands and adhering to the local Safeguarding Adult policy and procedures. Staff can contact the Trust Named Nurses for Safeguarding Adults or a member for advice and support if they have concerns. It is an employee's responsibility to comply with all current legislation and relevant Safeguarding training as breaches may lead to an employee being subject to disciplinary action.

Safeguarding Children

All members of staff have a responsibility to ensure that children and young people are safe from abuse or harm. Employees must comply with Local Safeguarding Board Child Protection Policy and Procedures and Black Country Healthcare NHS Foundation Trust Safeguarding Children Policy. Staff can contact the Trust Named Nurses for Safeguarding Children or a member for advice and support if they have concerns. It is an employee's responsibility to comply with all current legislation and relevant Safeguarding training as breaches may lead to an employee being subject to disciplinary action.

Professional / Managerial Codes of Practice

The post holder is expected to abide by the relevant codes of practice of the registering body for healthcare professionals, and, where applicable, the NHS Code of Conduct for managers.



Policies and Procedures

The post holder is required to abide by all policies and procedures of the Trust.

Pandemic / Other Emergencies

In the event of a pandemic being declared, the post holder may be required to adjust their days of work, hours of attendance, work base, and duties to support the delivery of services.

Job Description

This document is not intended to be an exhaustive list. Other duties, responsibilities and work base appropriate to this role / grade, may also be required. The manager will discuss this with the post holder where necessary.

Post Holder's Signature:

Date:

