

JOB DESCRIPTION

JOB DETAILS

Job Title:	Domestic Assistant
Department / Ward:	Domestic Services
Division:	Site Services
Base:	The Christie NHS Foundation Trust
Band:	2

ORGANISATIONAL ARRANGEMENTS

Accountable to:	1. Site Services Manager 2. Deputy Support Service Managers 3. Domestic Supervisors
Other Accountabilities:	1. Infection control 2. Health and Safety

JOB PURPOSE

The trust has a responsibility to provide a clean and safe environment for all users. The domestic services department provide a full range of high-quality direct patient support services throughout the Trust, ensuring the team's quality standards and service delivery expectations are consistently achieved.

The domestic service department has the responsibility of carrying out a comprehensive cleaning service covering the whole Trust site.

DUTIES AND RESPONSIBILITIES

The main duties:

- Isolation room enhanced cleaning (appendix A).
- General cleaning.



- High- and low-level dusting and cleaning.
- Wet and dry mopping.
- Maintain all floor surfaces using equipment as required.
- Clean and store equipment after use.
- Removal clinical and general waste.
- Cleaning and descaling of toilets and sanitary areas.
- Cleaning baths, taps, and showers.
- Removal and cleaning of bodily fluids in public areas.
- Curtain changing – taking curtains down and re-hanging new.
- Replenish all disposables, hand towels, toilet rolls, soaps, and gels.

Responsibilities

- Provide an efficient, high quality domestic service to patients, visitors, and staff.
- Adhere to cleaning policies, procedures, and cleaning frequencies.
- Awareness of health and safety risk assessments and procedures.
- Operate mechanical cleaning equipment i.e., including scrubbing and buffing equipment, vacuum cleaner, and carpet shampoo equipment.
- To check the health and safety of domestic equipment and report any hazards or potential hazards to the domestic supervisor.
- Removal of clinical and general waste from ward and department to designated waste store.
- To be responsible for reporting all accidents and incidents to the domestic supervisor.
- To ensure that personal protection equipment and clean uniform is worn at all times when on duty in accordance with the Trust policy.
- Respond to rectifications following audits within a given timescale.
- To report any signs of infestation to the Domestic Supervisor.
- Demonstrates the Christie values and accountable for own attitude and behaviour.
- Receive and carryout instruction in own area of work.
- Liaise with ward and department staff, to prioritise work areas and workloads.
- Good communication skills and helpful manner to be able communicate sensitively when patients/relatives make enquiries.
- To have a basic knowledge of trust policy and procedures relating to the area of work.
- Staff will be fully trained in accordance with National Cleaning Standards.



- Staff will undertake the trust corporate essential training (CET) and ensure annual compliance with training requirements.
- Staff will undertake departmental induction training including manual handling and working at heights.
- Agree changes to working practices or procedures for own work area when required.
- All staff to work in accordance with COSHH regulations and to follow all instructions given during training and mandatory training.
- Will work largely unsupervised on a daily basis but will know when to seek supervision and further assistance where necessary.
- Respond to ward/department activity and work schedules. This requires a degree of planning and prioritising own workload.
- Frequently required to exert moderate physical effort for short periods of time by lifting and pushing equipment, collection of equipment and consumables from stores.
- Moderate bending and stooping are required when cleaning equipment, fixtures and fittings, and floors.
- Requires a high level of concentration for sustained periods, including responding to unpredictable work patterns and interruptions.
- Working at heights.
- Ability to act calmly and quickly in emergencies.
- Frequent exposure to dirt, dust and bodily fluids.
- To undertake domestic duties with occasional exposure to distressing and emotional circumstances.
- Clean and maintaining the condition of domestic services equipment.
- To ensure all cleaning is carried out in accordance with the National Standards for Cleaning (NSFC).
- Domestic Staff must be able to prepare, provide and maintain a clean, safe and healthy environment. The standard must comply with the current PLACE instructions.
- To undertake isolation cleaning when required following correct procedures. (Appendix A).
- Ensure full uniform and personal protective equipment (PPE), is worn at all times as required.
- Ensure personal appearance is clean and smart at all times.
- Liaise with ward and department staff to receive any special instructions on isolation room cleans as detailed within departmental and infection control procedures.
- Good communication skills and helpful manner and communicate sensitively when patients/relatives make enquiries.



- Ensure cleaning standards are consistently achieved in line with trust policies, procedures, cleaning schedules and monitoring targets.
- Awareness of health and safety risk assessments and procedures.
- Propose changes to working practices or procedures for own work area.
- Clean and maintain the condition of domestic services equipment, report faults as they may occur.
- Ensure stock control in own area of work e.g., soaps, gels, paper towels, mops, cloths etc.
- Propose changes to working practices or procedures for own work area.
- Provide support to new starters, to gain confidence and experience in a new environment.
- To ensure that trust HR policies and procedures are adhered to at all times.
- Basic information technologies (IT) knowledge and skills. Be able to log on to a computer enter a password to access trust information systems.
- Undertake the trust online training.
- To operate the toilet time monitoring systems in accordance with the manufacturer's instructions, follow all cleaning schedules and guidelines.
- Undertake trust and departmental training either online e-lite bites or classroom training sessions.
- Participate in domestic services departmental monitoring in own area of work.
- Will work largely unsupervised on a daily basis but will know when to seek supervision and further assistance where necessary.
- Respond to ward/department activity and maintain delivery of work schedules. This requires a degree of planning and prioritising own workload.
- Frequently required to exert moderate physical effort for short periods of time by lifting equipment and disposable stores, e.g., carrying mop buckets filled with water, making and stripping beds.
- Moderate bending and stooping will be required when cleaning equipment, fixtures and fittings, floors and equipment.
- Requires a high level of concentration for sustained periods, including responding to unpredictable work patterns and interruptions.
- Undertake isolation cleaning when required following correct procedures.
- When using cleaning equipment and materials it is important to ensure that adequate safety precautions are taken at all times.
- Requires a high level of concentration for sustained periods, including responding to unpredictable work patterns and interruptions.
- Ability to act calmly and quickly in emergencies.
- Occasional exposure to distressing and emotional circumstances when cleaning in patient areas.



- To be helpful and sensitive when patients/relatives make enquiries.
- This role is manual working where conditions can be extreme cold and warm.
- Frequent exposure to dirt, dust and bodily fluids.
- Long periods of standing/bending.
- Exposure to cleaning products
- COSHH regulations must be fully adhered to at all times whilst using cleaning materials.

This job description is not exhaustive, it may be necessary to alter or add work to ensure the efficient running of the department, however, no staff member will ever be asked to carry out a task that they have not been fully trained to do.

Date Prepared:

Prepared By:

Agreed By:

Employee's Name and Signature:

Date:

Manager's Name and Signature:

Date:

Date Reviewed:

Reviewed By:



PERSON SPECIFICATION

Job Title: Domestic Assistant

	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	METHOD OF ASSESSMENT
QUALIFICATIONS	Level 1 functional skills in English, Math Can demonstrate basic level of computer literacy	NVQ Level 1 in cleaning or equivalent	Certificates
EXPERIENCE	Demonstrate an understanding of the domestic assistant role within a healthcare setting.	Previous Domestic Experience Experience working in a health care setting. Experience in cleaning protocols	Application Form Interview References
SKILLS	Able to work as part of a team. Able to communicate effectively. Able to follow standardised cleaning schedules. Reliable, punctual, and flexible. Able to work in a high-pressure environment. Able to work at heights.	Contributes to own personal development	Application Form Interview References
KNOWLEDGE	Understands the importance of hygiene in a health care setting	Knowledge of infection control Knowledge of COSHH Knowledge of National Cleaning Standards	Application Form Interview References
VALUES	A good understanding of Trust Values and Behaviours and ability to demonstrate these values in the working day.	Evidence of having championed diversity in previous roles (as appropriate to role)	Application Form Interview References
OTHER (Please Specify)			

Date Prepared:
Agreed by: Employee
Date Agreed:
Date Reviewed:

Prepared By:
Agreed By: Manager
Date Agreed:
Reviewed by:

GENERAL STATEMENTS:



RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

RECORDS MANAGEMENT/DATA PROTECTION

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work within the trust. The records may be paper, electronic, microfiche, audio or videotapes, x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust undertakings.

CONFIDENTIALITY AND INFORMATION SECURITY

As a Trust employee you are required to uphold the confidentiality of all records held by the trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment.

All Information which identifies individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the Data Protection Act 2018 and should be managed in accordance with this legislation.

SAFEGUARDING

All employees of The Christie NHS Foundation Trust have a responsibility to safeguard children, young people, and vulnerable adults, regardless of their role. Appropriate and proportionate actions/interventions should be undertaken, documented, and escalated promptly to the Safeguarding Team within normal working hours, or the Duty Manager out of hours. This includes making safeguarding referrals, risk assessments, and incident reports, in-line with roles and responsibilities.

TRUST POLICIES

The Trust operates a range of policies, e.g., Human Resources, Clinical Practice (available on the Trust intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.



EQUALITY, DIVERSITY AND INCLUSION

The Christie NHS Foundation Trust is committed to advancing equality, diversity and inclusion for all our patients, other service users and staff. We want to ensure that everyone who works at the Christie or uses our services is welcomed, valued and treated with dignity and respect.

It is your responsibility to understand and work in line with the Trust's equality, diversity, inclusion and human rights policies. You should value others and treat everyone you come into contact with at work with fairness, dignity and respect at all times and uphold their human and other rights.

INFECTION CONTROL

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with the best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about application of practice measures known to be effective in reducing HCAI.

ENVIRONMENTAL SUSTAINABILITY

All employees of the Trust have a responsibility to ensure they have an awareness of environmental sustainability issues which affect the Trust and to contribute to the achievement of the reduction of the Trust's environmental and energy performance footprint e.g. (but not limited to) the use of energy consumed in workspaces (heat/light/paper consumed) and to recycle consumable products wherever possible using appropriate facilities.

