

Job Description

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|---------------------------------------|---|-------------------------------------|---------------------------------|
| Job Title: | Housekeeper | | |
| Band: | Band 2 | | |
| Department: | Maternity | | |
| Care Group: | Care group 5 | | |
| Reports To: | Line manager | | |
| Accountable To: | Associate Director of Midwifery | | |
| Professionally Accountable To: | Associate Director of Midwifery | | |
| Responsible For: | | | |
| Main Base/ Site: | York & Scarborough | | |
| Contract Status: | <input checked="" type="checkbox"/> Permanent | <input type="checkbox"/> Fixed Term | <input type="checkbox"/> Other: |
| AfC Reference Number: | | | |



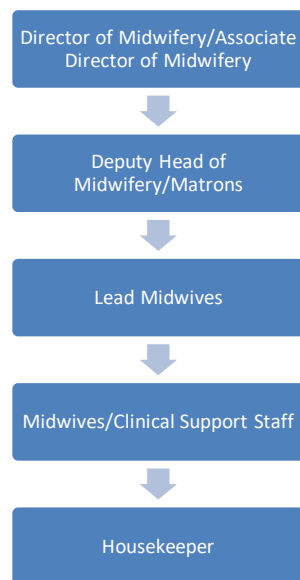
JOB SUMMARY

The role of the Housekeeper within maternity services, is to support the Ward Leads and clinical staff in maintaining a well-equipped department and contribute to providing a clean and safe environment for our service users, visitors, and staff.

The post holder will assist in the monitoring and maintaining, cleaning and infection control on the Maternity wards.

The Housekeeper will ensure all stock are suitably ordered and stored correctly. All treatment areas and stationary cupboards should be kept clean and tidy. The role will include running general errands and duties such as pharmacy runs and assisting with light refreshments and meals for our service users and visitors when necessary.

ORGANISATIONAL CHART



KEY RELATIONSHIPS

- Support Staff
- Midwives/Specialist Midwives/Team leaders
- Wider MDT
- Stock ordering & Equipment services

KNOWLEDGE AND SKILLS

1. Communication and Relationship Skills

- Communicate effectively with multidisciplinary team, families, and other services/departments.
- Be able to record and relay information accurately.
- Participate in meetings when required.
- To understand different cultures, religions etc.
- To have an awareness of barriers to understanding.

2. Knowledge, Training and Experience

- Be Familiar with the healthcare setting.
- Good knowledge of hygiene practice and standards.
- Knowledge and experience of hospital stores

3. Analytical Skills

- Ability to answer phone, effectively managing the enquiry and referring as required.
- Ability to assess and plan work within appropriate boundaries of job role.
- Understand the procedures to summon clinical and ambulance support.
- To provide advice and as appropriate within own sphere/limitations of practice support.

4. Planning and Organisational Skills

- Always maintain safety and security throughout the department.
- To be aware of and adhere to policy statements on the provision of Health and Safety at Work.
- Strictly follow all Local and Trust Policies and guidelines to ensure patients safety and wellbeing is not compromised.
- Ability to organise own daily workload and make short term adjustments as necessary.

5. Physical Skills

- Keep the treatment areas and stationary cupboards tidy and well stocked.
- Assist in general errands and duties such as pharmacy runs.

RESPONSIBILITIES

6. Responsibilities for Patient/ Client Care

- Act where appropriate as a patient advocate ensuring midwife in charge is informed.
- To maintain complete confidentiality.
- Assist in providing drinks for service users and their relatives and organise meals when necessary

7. Responsibilities for Policy and Service Development

- Strictly follow all Local and Trust Policies and guidelines to ensure patients safety and wellbeing is not compromised.
- Ensure awareness of current issues relevant to clinical area.
- Personal responsibility to identify and access mandatory training.
- Through annual appraisal/team discussion, identify personal development training needs in relation to service requirements.
- Attend and participate in departmental meetings.
- To participate in service developments as requested by department matron.
- Ensure compliance with standards in infection control and hand hygiene.
- To participate in the reduction of risks within the department relating to health and safety issues.

8. Responsibilities for Financial and Physical Resources



- Preparation of clinical environment ensuring relevant equipment is available.
- Ensure all equipment is in date, clean and in correct working order.
- Ensure safe storage, maintenance, and handling of supplies.
- Answer the telephone to deal with general enquires.
- Recognise and report defects in buildings and equipment to Midwife-in-Charge or other relevant personnel.
- Observe personal duty of care in relation to stock control and rotation of stock within department, order stock as required.

9. Responsibilities for Staff/ HR/ Leadership/ Training

- Always maintain safety and security throughout the department.
- Be aware of and adhere to policy statements on the provision of Health and Safety at Work.
- Will be required to demonstrate own duties to new starters.
- Attend and actively participate in statutory and mandatory training within trust guidance.
- Foster equality and diversity rights.

10. Responsibilities for Information Resources

- Maintain accurate records for patients, stock, and equipment.
- Ensure all records are accurate, complete, and permanent.
- Receive and pass on information to others maintaining confidentiality.

11. Responsibilities for Research and Development

- Participate in any audits being undertaken.
- Provide relevant, written, and verbal information as directed.
- Participate in any research projects approved by the organisation as required.

12. Freedom to Act

- Acknowledge your personal and professional limitations liaising with and always referring to midwives and relevant professionals.
- Work guided by local policy and guidelines.

EFFORT AND ENVIRONMENT

13. Physical Effort

- Requirement of frequent light effort required, during duties, (twisting, bending, positioning).

14. Mental Effort

AfC Reference:

- Requirement to adapt and change tasks according to need is frequent and unpredictable dependant on workload within area.

15. Emotional Effort

- Occasional contact in highly distressing circumstances where obstetric and paediatric emergencies occur.
- Postholder may encounter clients who have emotional issues following maternity/childbirth.

16. Working Conditions

- . Ensure equipment, clinical and administrative areas are clean and clutter free.

KEY VALUES

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

- We are **kind**
- We are **open**
- We pursue **excellence**

These values are underpinned by behaviours:

We are **kind**, this means we:

- **Respect** and value each other;
- Treat each other **fairly**;
- Are **helpful**, and seek help when we need it.

We are **open**, this means we:

- **Listen**, making sure we truly understand the point of view of others;
- Work **collaboratively**, to deliver the best possible outcomes;
- Are **inclusive**, demonstrating everyone's voice matters.

We pursue **excellence**, this means we:

- Are **professional** and take pride in our work, always seeking to do our best;
- Demonstrate high **integrity**, always seeking to do the right thing;
- Are **ambitious**, we suggest new ideas and find ways to take them forward, and we support others to do the same.

STANDARD GENERIC ITEMS:

The post holder will uphold and support these values in accordance with the Behavioural Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect.

AfC Reference:

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change as the organisation and services develop and wherever possible change will follow a consultation with the post holder.

JOB AGREEMENT:

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|---|--|
| Job Holder (PRINT NAME) | |
| Job Holder (SIGNATURE) | |
| Date | |
| Recruiting Manager (PRINT NAME) | |
| Recruiting Manager (SIGNATURE) | |
| Date | |

Person Specification

Housekeeper

| Criteria | Essential | Desirable |
|---|--|---|
| Education, Qualifications and Training | <ul style="list-style-type: none"> GCSE's NVQ or equivalent education or experience | NVQ/equivalent or higher qualification in health care, housekeeping, or similar qualification |
| Experience and Knowledge Required | <ul style="list-style-type: none"> Experience of working within care or domestic setting Good knowledge of Hygiene practice and standards Good knowledge of health & Safety in the workplace Knowledge of ordering and Stores | <ul style="list-style-type: none"> Recent experience of working within the health care setting and/or the Maternity department Experience of ordering and stores within the health care setting Experience of Stock control and rotation |
| Skills and Attributes | <ul style="list-style-type: none"> Understanding of the boundaries of the Housekeeper roles and responsibilities Ability to work both supervised and independently. Ability to use own initiative Skilled organiser and familiar with organising stock | |
| Aptitude and Personal Qualities | <ul style="list-style-type: none"> Ability to work effectively as part of a team Excellent written and verbal communication skills | |
| Values & Behaviours | <p>Ability to demonstrate our organisational values and behaviours:</p> <ul style="list-style-type: none"> We are Kind. We are Open. We pursue Excellence. | |