

Candidate Pack

For

Housekeeper Emergency Department



North Middlesex University Hospital NHS Trust is a medium sized District General Hospital based in Edmonton in Enfield, North London. We serve a diverse multicultural population largely from the London boroughs of Enfield and Haringey. Many of our patients live in wards that are within the 5% most deprived in the UK and a large proportion of our patients were born abroad. This makes it both a fascinating and a challenging hospital to work in.

Over the last decade we have rebuilt almost all of the hospital and now have facilities that we are proud to work in. We employ over 3,500 staff, more than half of whom live locally. We encourage apprenticeships from the local community and work closely with our local Health Watch.

We are primarily an emergency led hospital with more than 90% of our bed days being used for patients admitted via our emergency and ambulatory units. As well as offering everything you would expect from a major acute hospital we have a number of tertiary services treating patients with HIV and Sickle Cell Disease and a large cancer and radiotherapy service. We also run our local community Sexual Health Clinics.

We are proud of our staff and want to ensure their training allows them to provide excellent clinical care. We are also a training unit for medical students from UCL and St George's University Grenada, and for nursing and midwifery students from Middlesex and City Universities.

Our priorities:

1. **Providing Outstanding Care**

We will provide:

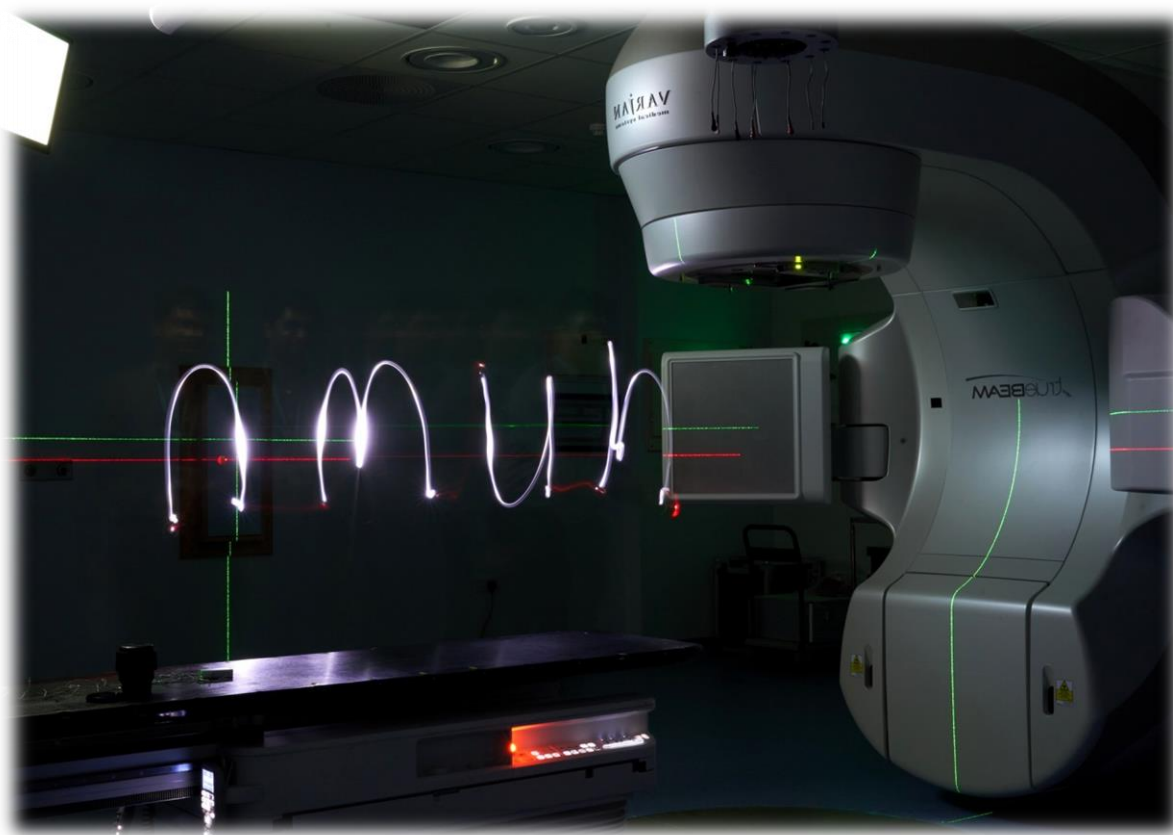
- Excellent outcomes for patients
- Excellent experiences for patients and staff
- Excellent value for money

2. **Partnering with Others**

We will work closely with our system partners to integrate health and care and broader public services, and guide you towards the best services for you.

3. **Keeping Healthy**

We will use every opportunity we have to promote wellbeing, providing information and education for our community.



Additional Information

Location

Situated in Edmonton, North London with a multi-cultural community, the area provides a wide range of facilities and is close to the heart of London. Central London is easily accessible, with Liverpool Street and Kings Cross approximately 30 minutes away by public transport.

Benefits

We want to attract the best and brightest people to work at NMUH and that means looking after you from the moment you apply for a role at the Trust and throughout your career with us. Our staff are our most valuable asset and we believe that investing in colleagues is crucial if we want to enable everyone to reach their full potential.

Learning and Development

As a University Trust, we recognise the importance of investing in our workforce to continue to deliver the right care in the most effective way, based on a sound evidence base and continuing professional development. We offer:

- A structured leadership and management development programme
- Core skills statutory and mandatory training programmes
- A 'one-stop' induction programme for all new staff – introducing you to the Trust,

- our values and our services
- A structured programme of learning for trainee doctors, student nurses and students across allied health professions
- A coaching network where trained coaches throughout the Trust are matched with staff of all disciplines to provide a powerful development opportunity
- A wide range of Continued Professional Development (CPD) opportunities, working with
- partners – such as Middlesex University and University of Hertfordshire, to deliver training and development programmes and support

Health and Wellbeing

We offer a Health Hub which helps improve staff health and wellbeing across the Trust – encouraging staff to step away from their work and think about their own health. This includes:

- Workshops, challenges and social events throughout the year
- Confidential and safe forums where staff can talk about the emotional impact of their work
- A equality and diversity staff network providing support to all staff
- Mindfulness bite size taster sessions
- Mini health checks
- Free, confidential counselling services 24/7
- Reduced gym rates at a number of local health clubs/gyms

Pay and Annual Leave

- Generous annual leave: starting at 27 days and increasing after five and 10 years
- Maternity/paternity and shared parental leave schemes
- Sick pay for all substantive and permanent staff
- Range of flexible working options across the Trust including compressed hours, term time contracts, part-time working etc.
- One of the best pension schemes in the UK

Road Access and Public Transport

Situated on the North Circular Road, the hospital is within very easy reach of the M25, M1, A1, A10 and A12. The hospital is situated close to the residential districts of North London including Enfield and Winchmore Hill, which all have an excellent environment and schools.

Silver Street main line railway station is a 5-minute walk away, with services direct to Liverpool Street Station and Seven Sisters underground Station.

Follow us on social media





Our Values and Expected Behaviours

You are part of Team North Mid, a workforce over 3,500 strong. A big part of working here is having a culture and values that help us to achieve our vision of delivering outstanding care to local people.

We are caring:

What it means	Our behaviours
<ul style="list-style-type: none"> We are compassionate and take time out to check on colleagues and patients We are understanding and recognise each other as individuals We are committed to improving our community for colleagues, patients and carers 	<ul style="list-style-type: none"> Showing empathy Being curious Showing humility Listening to others

We are fair:

What it means	Our behaviours
<ul style="list-style-type: none"> We respect and understand each other's differences and backgrounds We are consistent with providing realistic, clear expectations and constructive feedback <p>We are always looking for opportunities to develop all our staff and our services</p>	<ul style="list-style-type: none"> Being consistent Listening to others Supporting each other

We are open:

What it means	Our behaviours
<ul style="list-style-type: none"> We embrace change and continuously challenge ourselves and colleagues to create meaningful improvement We ask for help when we need it; we offer help when we see a colleague struggling and we are always open to challenge We actively look for new ways of working and explore new partnerships across teams, divisions and organisations 	<ul style="list-style-type: none"> Speaking up Being curious Learning from mistakes

These values are extremely important to us and we expect everyone who works at the Trust in any capacity to share and uphold these values. Further information on the Trust's values is available on our website.

Care and Compassion

Ensure that any escalation of care concerns or safeguarding escalations are made robustly through the appropriate channel. Undertake audits and where appropriate cooperate with the corporate nursing team to maintain Trust standards of care.



Job Description

Position Housekeeper Emergency Department

Salary/Band 2

Location Sterling way, London

Hours 37.5 per week

Responsible to ED Matron

Accountable to Senior Matron ED

Key Working Relationships

Internal Relationships

- Matrons
- Heads of services ED
- Nursing / Midwifery / Allied Health Professional Staff
- All ED staff
- Catering services
- Medical Equipment Management Unit
- Procurement Services
- Security Services
- Estate and Facilities Services
- Housekeepers of the other clinical area
- Any other as deemed necessary by ED matron

External Relationships

- CQC
- Procurement supplier services
- Any other as deemed necessary by ED matron

Job Summary

The housekeeper's main tasks will be to ensure the Emergency Department is a warm, comfortable, clean and welcoming environment and assisting in ensuring that patient needs are met. The housekeeper will be part of a team of housekeepers to check, maintain, order the consumable stock in the Emergency Department and UTC.

The housekeeper will be responsible for the catering services of the ED on daily basis.

Introduction to the Department

The North Middlesex University Hospital NHS Trust is seeking to recruit highly motivated, experienced nurse to join our excellent team of professionals in the Emergency Department.

The ideal candidate will be available to start as soon as possible on a full time 6 months (fixed term) with a possibility to extend within this busy, diverse Trust in North London.

North Middlesex Emergency Department is one of the busiest single-site hospital emergency and urgent care departments in the country with almost 160,000 attendances last year.

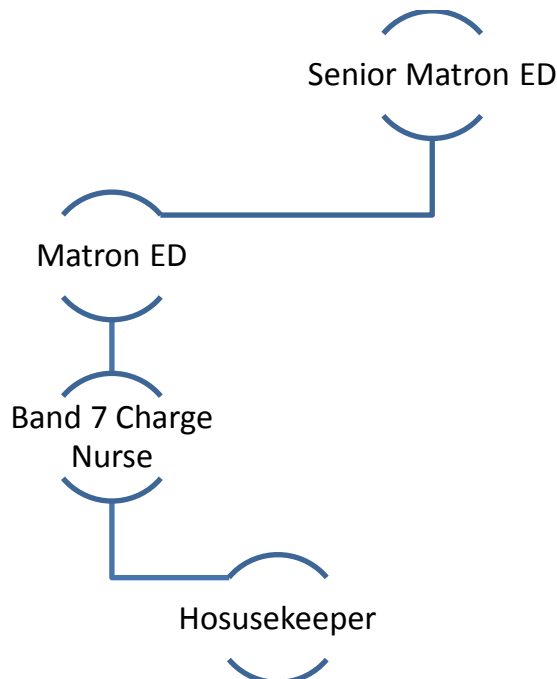
Our Emergency Department is an enjoyable, productive and highly rewarding environment, where the successful candidate will learn, develop and progress with their career goals. We are proud to provide the best available service for our local community. Our Department is currently undergoing reconfiguration to improve patient care and adapt to the recommendations in response to the corona virus pandemic.

North Middlesex has the busiest Paediatric Emergency Department in London, which has recently won the Paediatric award for training in London from the Royal College of Paediatrics and Child Health.

We also run the Urgent Treatment Centre, staffed by General Practitioners and Emergency Nurse Practitioners.

The Emergency Department is also a Major Trauma Unit, running a 24-hour Trauma Team.

Organisation Chart



Duties and Responsibilities:

1. To participate in providing a complete and safe catering service to the patients in ED. To ensure that patient's meal and beverage requirements as per the clinicians instructions are met. This will include temperature testing of meals and fridges.
2. To monitor the cleaning duties in accordance with the schedules and procedures of the area and take action to rectify any faults and this may mean undertaking emergency cleaning. .
3. To assist patients and visitors as requested. Keep notice board updated and tidy.
4. To ensure that there is sufficient clean linen available to meet the needs of the unit. This will include keeping the linen room tidy, and ensuring that dirty linen is available for collection. Ensuring that there is enough stock available for ED use. Also to keep the bereavement room tidy and pleasant.
5. To ensure that all empty beds are clean and ready for the next patient, this may entail the post holder making beds. The area surrounding the bed must also be checked, to ensure all the necessary items are available in the lockers for the next patient.
6. To communicate effectively with patients and staff to ensure continuity of care. / answer the telephone and take messages and answer the doorbell when required.

7. To record and action request for maintenance and to monitor progress of jobs and report to the ward the situation. Liaise with Estates and MEMU as necessary.
8. To undertake ward environment monthly Health & Safety audits and action any faults. Also ensure that sharp boxes are checked regularly and water dispensers are kept clean.
9. Keep the equipment clean and tidy ready for the next use.
10. To liaise with the stock ordering personnel to order the stock
11. To receive and check stores and store correctly taking into account the shelf life of all items. Liaise with stores re unnecessary extra stock.
12. The post holder is responsible for taking reasonable care with regard to themselves, colleagues, patients or visitors who might be affected by any act or failure to act by the post holder in accordance with the Trust Health & Safety Policies.
13. These duties and responsibilities are neither exclusive nor exhaustive and the post holder may be asked to carry out other duties and responsibilities consistent with the grade of the post.
14. Keep leaflet rack topped up and re-order if necessary.
15. Check apron and gloves dispensers daily and fill if necessary.
16. Check supplies of clinical forms, blood vials etc. and order if necessary and keep stock room tidy. Stock up as necessary.
17. Basic computer tasks following training.

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the post holder.

Probation

Employment by the Trust is subject to a six (6) month probationary period, during which time you will be required to demonstrate to the Trust's satisfaction your suitability for the position in which you are employed. During your probationary period, your employment may be terminated by you or the Trust by providing one (1) week notice in writing.

Equality, Diversity and Inclusion

The Trust is committed to fair and transparent recruitment and selection procedures and to providing a workplace where all staff are treated with respect and feel included. It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment because of

age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974 to maintain a safe environment for both staff, patients and visitors, to observe obligations under organisational and departmental Health & Safety policies, maintaining awareness of safe practices and assessment of risk.

Data Protection and Caldicott

To obtain, process and use information (held on computer and/or manual filing systems) in a fair and lawful way. To hold person identifiable information for specific registered purposes and not to use, disclose or transfer person identifiable information in any way that is incompatible with the Data Protection Act 2018, other legislation and Caldicott requirements. To disclose person identifiable information only to authorised persons or organisations as instructed. When using email to transmit person identifiable information within or outside the Trust, the Trust Email Policy must be strictly followed.

Customer Care

The aim of the hospital is to provide patients and clients with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and client first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Infection Control

All healthcare workers have an overriding duty of care to patients and are expected to comply fully with 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.

Smoking Policy

The Trust provides a smoke free work environment.

Confidentiality

Under no circumstances, either during or after the end of your employment (however it is terminated), may you divulge any unauthorised person confidential information relating to the Trust. This includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Clinical Governance

Staff are expected to provide patients with timely and effective care. Treatment and direct / indirect support must be based on best practice. Everyone is responsible for this and his/her job in the Trust is important in achieving this.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a criminal check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

Safeguarding Vulnerable People

It is a basic human right of every child and adult to be protected from harm and NHS Trusts have a fundamental part to play in this. We expect all our staff to recognise signs of vulnerability and to report and act on any concerns in line with policy and guidance contained in 'Working Together - Every Child Matters' and 'No Secrets - guidance on developing multi-agency policies and procedures to protect vulnerable adults from abuse' on which our Trust Policies are based.

Organisational Change

As services develop and change, the post-holder may be required to undertake other responsibilities within the Trust.

Review

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post-holder

PERSON SPECIFICATION

Post: ED Matron

Department: Accident and Emergency

ATTRIBUTES/SKILLS	ESSENTIAL	DESIRABLE	MEASUREMENT
Education and qualifications			
Skills and abilities	<ul style="list-style-type: none"> • Good standard of English and Math's • Basic Food Hygiene • Relevant NVQ's 	<p>Advanced computer skills</p> <p>Prior knowledge of procurement process/ NHS supply chain</p>	Application/Interview
Experience	<ul style="list-style-type: none"> • Ability to work in a team • Customer service orientated • Previous experience in customer service environment • Ordering stock and stock rotation • Worked in a catering environment 		Application/Interview
Personal qualities	<ul style="list-style-type: none"> • Ability to follow instruction • Good Communication Skills • Ability to answer telephone and take messages accurately • Ability to multitask effectively • Calm under pressure • Able to prioritise and use initiative • Ability to develop 		Application/Interview

	<p>good rapport with staff, families and patients Ability to cover for colleagues on leave by changing shift or unit</p> <ul style="list-style-type: none"> • Supervisory skills 		
Values	Demonstrable ability to meet Trust values		Application/Interview
Other requirements	<ul style="list-style-type: none"> • Accountability – Takes responsibility for own actions and promotes good team working • Openness – Shares information and good practice appropriately • Mutual respect – Treats others with courtesy and respect at all times • Ability to work shifts accordingly 		Application/Interview