

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Hotel Services Assistant – Housekeeper
Band:	Band 2
Hours:	As advertised
Base:	As advertised
Reports to:	Hotel Services Manager

Job Summary

Housekeepers support the Nursing Staff to provide an appropriate environment for patient care. Duties will include general cleaning of all Ward/Departmental areas and the preparation and presentation and service of Patients meals and beverages.

Housekeepers will be expected to demonstrate a flexible attitude to their work to meet the needs of the Ward and the Patients.

Housekeepers are expected to work in a controlled and systematic way in an environment where there may be constant distractions and contact with service users displaying disturbed and challenging behavior on a frequent basis.

AWP Recovery Statement

We in AWP place recovery and reablement at the heart of our service. Therefore we all demonstrate the recovery principles of:

- _ Hope
- _ Partnership
- _ Maximizing opportunities every day, in all that we do.

Description of the duties

Key Result Areas

HOUSEKEEPING

1. Cleaning in all areas to the agreed NHS specification (including but not limited to National Standards of Cleanliness, CQC outcomes and PLACE, and in line with local schedules. Areas will include but not be limited to service user bedrooms, communal areas, sanitary areas, clinic rooms, kitchens, offices, corridors. To replenish stocks of disposable items, i.e.: paper hand towels, soap. Working in accordance with all relevant Health and safety procedures at all times e.g. COSHH, Manual Handling
2. Completion of cleaning records signing off areas completed and noting areas those areas that are inaccessible.
3. Highlighting to the Nurse in Charge or Hotel Service Supervisor areas of concern e.g. on-going issues around access
4. Adhering to all aspects of Infection Control to ensure the potential for spread of infection is minimised.
5. Working in accordance with the National Colour Coding guidance
6. Carrying out termination cleans in line with Trust policy
7. Carrying out isolation cleaning in line with Trust policy
8. Completing and documenting a scheduled deep cleaning programme for the specified area
9. Collection and storage of waste from locations according to the Hospital waste disposal policy.
10. Complete other cleaning duties as required. This will include items such as wheelchairs, commodes, trolleys, furniture/fittings, internal glass and wall washing.
11. Report all sightings of pests to the Hotel Services Office.
12. Change soiled screen, cubicle and window curtains as required under the direction of the Hotel Services Supervisor.
13. Receive and store clean laundry/linen. Remove full soiled linen bags to the collection point. Replace linen bags as required.
14. Operation of a range of cleaning equipment including floor cleaning equipment, steam cleaners etc ensuring their safe and effective use
15. Assessing condition of equipment and reporting defects.

CATERING

1. Receipt of chilled meals and stores, checking for quantity, quality. signing for all goods received, temperature checking chilled and frozen foods and recording the temperatures. Ensuring any unacceptable temperatures are reported to the Hotel Services Supervisor.
2. To ensure the correct storage and rotation of chilled meals and stores.
3. Regeneration of chilled/frozen meals, according to guidelines and food safety instructions. Under Nursing supervision to serve all meals, ensuring correct portioning and presentation of meals.
4. Monitoring, recording of food temperatures, taking remedial action as required. Monitoring and recording of fridge and freezer temperatures.
5. Washing by machine all crockery, cutlery and utensils

GENERAL

1. Ensuring the security of all stock, monitoring stock levels and re-ordering on a top up basis.
2. Reporting maintenance faults to the Hotel Services Office in accordance with local procedure
3. Undertaking flushing of water outlets in accordance with the agreed schedule. Completion of flushing records.
4. Assisting with the refitting of anti-ligature dispenser holders as appropriate
5. Maintain high standards of personal hygiene.
6. Ensure all information appertaining to Patients and staff is kept confidential.
7. Any other duties within the hotel services functions as may reasonably be requested and as appropriate to band.

Health & Safety

1. Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- a) Take reasonable care of themselves and for others at work.
- b) To co-operate with the Trust, as far is necessary to enable them to carry out their legal duty.
- c) Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work.
- d) Work at all times, within the statutory requirements of health and safety, hygiene, manual handling and fire regulations.

Communications and Working Relationships

Hotel Services team

Estates team

Service Users

Nursing team

Modern Matron

Educational staff

Ward Manager

Social Services staff

Medical staff

CPNs

Visitors/relatives

External visitors eg EHO, CQC

Policies and Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet (Ourspace) or from your manager.

In particular, attention is drawn to the Trust's arrangements in relation to safeguarding children and vulnerable adults as well as infection prevention and control.

All employees are expected to be familiar with the Trust's approach to risk management, take a risk management approach to their own work and take responsibility for the management of the risks they own.

Confidentiality

Much of the work is of a confidential nature. This means that no discussion should take place about the care, needs, or activities of any service user,

General information for all employees

Below is the section of the Job Description with general information for all employees and the requirements on all employees to behave in accordance with AWP values and to support and comply with Policy and Legislation. Some policies are highlighted and must be read by all employees – all AWP policies are available on the intranet to employees or you can ask your manager for the policy. Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

Values and behaviours

AWP has a set of values. Your behaviours should reflect AWP **PRIDE** values:

Passion: Doing my best all of the time

Everything I do is in the interests of everyone who uses our services

I am positive and enthusiastic in my work

I am receptive to new ideas and service improvements

I actively seek opportunities to learn and develop

Respect: Listening, understanding and valuing what you tell me

I show compassion and kindness at all times

I am a team player and support my colleagues

I listen carefully and communicate clearly

I respond positively to differences of opinion

Integrity: Being open, honest, straightforward and reliable

I encourage and value feedback from others to help me develop

I try to always do what I say I will do

I am open and honest about when things have not gone well

I raise concerns and report incidents that arise

Diversity: Relating to everyone as an individual

I try to listen without judging

I respect other people's culture, beliefs and abilities

I actively take account of the needs and views of others

I understand and support the benefits that diversity brings to my team

Excellence: Striving to provide the highest quality support

I set high standards for my work and personal conduct

I plan my workload and deliver on my commitments

I make best use of available resources

I put forward ideas to improve the quality of services

Service User Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly AWP's motto of 'You matter, we care'. Your goal must be to provide for each individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. 'You matter, we care' should shape your approach to all those who have contact with AWP.

Other Information

CONFIDENTIALITY

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with relevant legislation, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act.

VALUING DIVERSITY & HUMAN RIGHTS

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. AWP has an **Equality Policy** and it is for each employee to contribute to its success.

INFECTION CONTROL AND HEALTH AND SAFETY

The prevention and control of infection is the responsibility of all employees. Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

NO SMOKING

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

DATA PROTECTION

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed. All staff who contribute to patients' care records are expected to be familiar with, and adhere to the **Information Governance Policy**. Staff should be aware that patients' care records will be subject to regular audit.

RISK MANAGEMENT

All AWP employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the **Risk Management Policy** and emergency procedures and attendance at training as required.

SAFEGUARDING & DUTY OF CANDOUR

AWP is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policy** and Procedures, act promptly on concern, communicate effectively and share information appropriately. All staff must be familiar with and adhere to AWP's safeguarding procedures and guidelines. All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient.

STANDARDS OF BUSINESS CONDUCT AND 'BOUNDARIES'

You are required to adhere to all corporate policies, including AWP **Standing Orders and Standing Financial Instructions**. This includes not accepting gifts or hospitality in the course of your duties, not acting fraudulently and maintaining appropriate behavioural 'boundaries' regarding your interactions with service users, staff and stakeholders.

Sustainability is integral to the Trust achieving the NHS Net Zero target. All staff are therefore actively encouraged and supported to implement new ways of working within their field of expertise.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within AWP as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager, which are commensurate with the role, including project work, internal job rotation and absence cover. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

PERSON SPECIFICATION

JOB TITLE

Requirements	Essential	Desirable
Education and Qualification	Good written skills Good verbal communication skills Good numeracy skills	
Experience and Knowledge	Previous experience of Housekeeping Duties Previous experience of Catering Duties Food Hygiene Awareness COSSH Awareness	Experience in Hospital/Social care/Schools Experience in Hospital/Social Care/Schools Food Hygiene qualification Relevant training in COSSH
Skills and Abilities	Able to work on own initiative Flexible approach to working	
Other Requirements	Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times.	

Date Job Description and Person Specification agreed: 14/02/2024