

JOB DESCRIPTION

Housekeeper

Reviewed

March 2017

LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

Job Description

1. Job Details
<p>Job Title: Housekeeper</p> <p>Pay Band: Band 2</p> <p>Reports to (Title): Housekeeping Supervisor</p> <p>Accountable to (Title): Ward Manager</p> <p>Location/Site/Base: As relevant to post</p>
2. Job Purpose
<p>The post holder is part of a team of housekeepers who are responsible to the Housekeeping Supervisor.</p>
3. Nature of the Service
<p>This inpatient service provides clinical care 24/7, and the housekeeping service will be required to cover weekdays, evenings and weekends on a roster basis.</p>
4. Organisation Chart
<p>The housekeeping team work in conjunction with the nursing team, Infection Prevention & Control, and the Estates & Facilities Management Team.</p>
5. Duties
<ul style="list-style-type: none">• Achieve and maintain high standards of cleanliness in at all times, in line with NHS National Standards of Cleanliness and Infection Control policy:• Use of all cleaning equipment and materials appropriately and effectively to provide a clean and safe environment• Cleaning of all areas within the unit both on the wards and the off ward areas as defined in the cleaning schedules• Daily inspection of electrical cleaning equipment prior to use and the reporting of any faults as appropriate• Disposal of all waste in accordance with trust policies• Damp dusting of all fixtures and fitting/internal glass• Ensure all soft furnishings, curtains and soft flooring are cleaned and maintained as required• Changing curtains when required and re-hang as necessary• Any other duties as related to housekeeping within the unit.• Prepare and regenerate meals for patients. Maintain all food safety records in line with Food Safety Manual, Catering Policy, and all food safety legislation.• Ensure patient area is readied for meal service, and clear related crockery/cutlery etc after meal service, ensuring these are washed appropriately.• Maintain stocks of cleaning materials on wards and admin areas.• Report any issues/damage to the environment/furniture etc to the Housekeeping Supervisor/Ward Manager.• Ensure all stocks of linen are maintained and laundered in line with appropriate policies.

- Comply with and carry out safe practice in accordance with Trust policies and procedures, appropriate Codes of Conduct, the Mental Health Act (1983) and other relevant national and local guidance

6. Skills Required for the Post

Communication and relationship skills

- Good interpersonal skills
- Effective communication skills

Analytical and judgment skills

- Able to use own initiative in problem solving
- Able to follow instructions and procedures and use equipment correctly

Planning and organisational skills

- Able to prioritise tasks undertaken
- Ability to have a flexible approach to changes in workload/duties/priorities

Physical skills

- Able to carry out manual tasks. Frequent requirement to exert moderate physical effort for long periods of time. Role involves standing and walking for long periods during the day, pushing cleaning or food trolleys, lifting and carrying items, bending and stretching.

7. Responsibilities of the Post Holder

Responsibilities for direct/indirect patient care

- Responsibility for indirect patient care
- Identify issues relating to the patient environment and report or action accordingly, to ensure the patient environment standards remain high
- Ensure own work activity protects and maintains the safety and dignity of patients at all times
- Regular contact with patients during normal working day.

Responsibilities for policy and service development implementation

- To ensure own work is carried out in accordance with national guidance and Trust policies and procedures.

Responsibilities for financial and physical resources

- Monitoring stock and liaising with Housekeeping Supervisor regarding stock control
- Report any misuse of equipment, or faulty equipment to the appropriate person

Responsibilities for human resources (including training)

- To undertake all mandatory and required training and maintain compliance
- This post holder does not have any responsibility for staff

Responsibilities for information resources

- To keep and record accurate information as required
- Complete timesheets or roster information as required

Responsibilities for research and development

- To participate in the testing and analysis of new techniques, equipment and products related to job role. This includes cleaning materials and cleaning products covered by COSHH.
- Participates in a range of audits including cleanliness and food safety.

8. Freedom to Act

<p>Participate in performance review, supervision and undertake mandatory training and personal development as required of the post including competency development</p> <p>Comply with and carry out safe practice in accordance with Trust policies and procedures, appropriate Codes of Conduct, the Mental Health Act (1983) and other relevant national and local guidance</p>							
9. Effort & Environment							
<p>Physical effort</p> <ul style="list-style-type: none"> Physical activities such as bending and general manual handling activities throughout the working day. Standing/walking for long periods of time. Physically fit to carry out manual tasks. <p>Mental effort</p> <ul style="list-style-type: none"> General awareness of and attention to the environment <p>Emotional effort</p> <ul style="list-style-type: none"> Working on a ward where patients may have some challenging behaviours On occasion may experience abusive behaviour from patients May be subject to unpleasant odours May experience patients in a distressing state <p>Working conditions</p> <ul style="list-style-type: none"> Frequently exposed to highly unpleasant issues such as vomit, toilets etc aggressive and challenging behaviour. Working with cleaning products as covered under CoSHH 							
10. Equality and Diversity							
<p>All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).</p>							
11. General							
<p>You must uphold the Trust's Purpose, Vision and Values:</p> <p>Our Vision- To support people to live well in their communities.</p> <table> <tr> <th><u>Values</u></th><th><u>Behaviours</u></th></tr> <tr> <td>Compassion- Acting with kindness</td><td> Treating people with respect, showing empathy and a desire to be helpful. Paying attention to others and listening to them. Responding appropriately, being mindful of the language we use to do this. </td></tr> <tr> <td>Pride- Being passionate about what we do</td><td> Challenging poor practise. Being a patient and carer advocate. Recognising and praising good care. </td></tr> </table>		<u>Values</u>	<u>Behaviours</u>	Compassion- Acting with kindness	Treating people with respect, showing empathy and a desire to be helpful. Paying attention to others and listening to them. Responding appropriately, being mindful of the language we use to do this.	Pride- Being passionate about what we do	Challenging poor practise. Being a patient and carer advocate. Recognising and praising good care.
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Integrity- Leading by example

Doing what I say I am going to do.
Being honest.
Taking responsibility for my actions.

Valuing everybody- Using an inclusive approach

Supporting every person however different to me to achieve their best.
Challenging discrimination and supporting others to understand why it is everybody's business to do this.
Recognising and challenging my own assumptions.

Innovation- Aspiring for excellence in all we do

Using service improvement methodology.
Learning with people who use our services, research, best practise and evidence.
Sharing the learning internally and contributing to research where relevant.

Collaboration- Listening to each other and working together

Working in partnership to promote recovery, supporting and encouraging independence.
Working as one team.
Valuing lived experience as an equal partnership.

In addition you must:

- Highlight concerns in accordance with the Trust's Whistleblowing Policy where it is felt poor practice or general wrong doing has not been dealt with appropriately. Staff may make such disclosures without fear of criticism or retribution.
- Maintain an awareness of information governance and information security related issues and ensure compliance with LPFT Records and Information Policies.
- Participate in performance review, supervision and undertake mandatory training and personal development as required of the post
- Take personal responsibility for your own Health and Safety at work in accordance with Trust Policies and Procedures, in particular Security, Health and Safety and Risk Management
- Be committed to safeguarding and promoting the welfare of children, young people, vulnerable adults and people experiencing domestic abuse, both as service users and visitors to Trust premises. All staff have an absolute responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities. They must be aware of their obligation to work within and do nothing to prejudice the safeguarding policies of the Trust.
- This job description is not exhaustive and as a term of employment you may be required to undertake such other duties as may reasonably be required.

PERSON SPECIFICATION

		JOB REQUIREMENTS	
	ESSENTIAL	DESIRABLE	HOW ASSESSED (eg Application Form, Interview Test, Reference etc)
Qualifications	<ul style="list-style-type: none"> Level 2 Food Safety qualification, or willingness to undertake 	<ul style="list-style-type: none"> Basic Health & Safety Awareness Chemical/CoSHH awareness Moving & Handling Training 	Application Interview
Experience	<ul style="list-style-type: none"> Previous experience within a cleaning/housekeeping role 	<ul style="list-style-type: none"> Previous experience within an NHS/care environment. Food handling/hygiene experience. 	Application form Interview
Skills & Competences	<ul style="list-style-type: none"> Ability to clean to a high standard when working within the team or working on their own Good communication skills 	<ul style="list-style-type: none"> Knowledge of NHS procedures Able to demonstrate or have knowledge of cleaning techniques/equipment. 	Interview
Special Requirements	<ul style="list-style-type: none"> A friendly yet confidential individual Ability to be accepting of others, non-judgmental and tolerant. 	<ul style="list-style-type: none"> Willingness to meet all changing needs Work under pressure and demands of the service Ability to allocate workload priorities 	Interview