



Hampshire Hospitals  
NHS Foundation Trust

# Application & Recruitment Pack



**LIFE CHANGING  
CHANGING LIVES**

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# *Welcome from* *Chief Executive Officer* Alex Whitfield

Dear Candidate,

Thank you for your interest in this post and for taking time to read this information pack. We hope this exciting and rewarding role catches your imagination and you are encouraged to apply and contribute to providing outstanding care for the people of Hampshire.

Our vision is to provide outstanding care for every patient. Patient care is at the heart of what we do at our three sites Basingstoke and North Hampshire Hospital, Royal Hampshire County Hospital in Winchester and Andover War Memorial Hospital. Hampshire Hospitals NHS Foundation Trust provides medical and surgical services to a population of approximately 600,000 across Hampshire and parts of West Berkshire.

We provide specialist services to people across the UK and internationally. We are one of only two centres in the UK treating pseudomyxoma peritonei (a rare form of abdominal cancer) and we are leaders in the field of tertiary liver cancer and colorectal cancer.

The trust employs over 8,600 staff and has a turnover of over £450 million a year. As a Foundation Trust, we are directly accountable to our members through the governors. The Council of Governors represent the interests of their constituencies and influence the future plans of the Foundation Trust.

We expect the post holder to uphold the trust's CARE values:

**COMPASSION** caring about our patients and our staff

**ACCOUNTABLE** and responsible, always improving

**RESPECT** for all colleagues, patients and their families

**ENCOURAGING** and challenging each other to always do our best

We are really excited to hear from you and look forward to receiving your application.

Yours sincerely



Alex Whitfield, chief executive

# Job Description

<b>JOB DESCRIPTION</b>	
<b>Job Title:</b>	Domestic Assistant
<b>Department:</b>	Domestics
<b>Division:</b>	Corporate
<b>Salary Band:</b>	2
<b>Accountable To:</b>	Domestic Supervisor
<b>JOB SUMMARY</b>	
<p>Domestic staff provide a clean and safe environment for our patients, staff and visitors and help to reduce the spread of Healthcare associated infections (HCAI's.)</p> <p>The post holder will undertake tasks required to provide the level of service necessary for the department to deliver business plans and support the organisation. They will ensure that they adhere to relevant operational policies at all times.</p> <p>The Domestic Assistant will report to the Domestic Supervisor for the cleanliness and beverage service.</p>	
<b>KEY RESULT AREAS/RESPONSIBILITIES</b>	
<ul style="list-style-type: none"> <li>• High dust walls, ceilings, curtains rails and tops of doors and all associated fittings.</li> <li>• Damp dust furniture, fittings, ledges and paintwork. Lockers to be pulled out on a daily basis, beds to be damp dusted at least twice a week and moved out.</li> <li>• Vacuum floors daily, moving all objects on wheels.</li> <li>• Spot mop floors.</li> <li>• Carry out all cleaning functions in line with policy and governance procedures; successful candidates will undertake the service's training scheme (assessed through four week period.)</li> <li>• Provide ward kitchen function to provide and serve patient drinks in line with policy and governance procedures, the successful candidate will undertake the services training scheme.</li> <li>• Perform Deep Cleaning of areas and equipment that may have come into contact with an infection.</li> <li>• Carry of body spill clean ups, successful candidates will carry out function in line with policy and governance procedures as part of the service training scheme.</li> <li>• Use high speed rotary floor machinery for regular floor maintenance, this includes buffing, , scrubbing and burnishing.</li> <li>• Use steam cleaning equipment to steam clean walls, equipment and furniture when required.</li> </ul>	

<ul style="list-style-type: none"> <li>• Set up HPV equipment, monitor and complete process in line with service training scheme, policy and governance.</li> <li>• Any ad hoc duties as required.</li> </ul>
<b>CUSTOMER CARE FOR PATIENTS AND/OR SERVICE USERS</b>
<ul style="list-style-type: none"> <li>• To show respect and compassion at all times and report any issues to the Domestic or ward management team.</li> <li>• Communicate and liaise with clinical and non-clinical staff across the Trust.</li> </ul>
<b>COMMUNICATION</b>
<ul style="list-style-type: none"> <li>• Provide and receive information electronically, verbally or in writing which may be of a confidential or sensitive nature and ensure that this is communicated properly within the organisation.</li> <li>• Communicate effectively with patients multiple times a day when completing beverage service and be aware of specific dietary requirements.</li> <li>• To ensure all telephone and verbal enquiries from patients, public and staff are responded to in a prompt, polite, friendly and courteous manner.</li> <li>• Maintain effective levels of communication within the team/service/divisional team(s).</li> <li>• Participate in Trust and team meetings.</li> <li>• To be effective, clear and accurate when using all forms of communication throughout the Trust.</li> <li>• Work in partnership with all healthcare professionals; maintain effective communication that benefits patients' and staffs well-being.</li> <li>• To comply with Trust policy on confidentiality and data protection.</li> </ul>
<b>PLANNING AND ORGANISATION</b>
<ul style="list-style-type: none"> <li>• Through effective planning and communication with team(s) deliver an efficient and effective domestic and scheduled cleaning service as part of the wider domestic service.</li> <li>• Ensure daily, weekly targets/tasks are completed /achieved routinely.</li> <li>• Advise the management team of changes affecting their designated areas of activity and tasks.</li> </ul>
<b>BUDGETARY AND RESOURCE MANAGEMENT</b>
<ul style="list-style-type: none"> <li>• Report any shortfalls in respect to supplies and equipment to the Domestic Supervisor.</li> </ul>
<b>TEACHING, TRAINING AND RESEARCH RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• To ensure own completion of mandatory and statutory training and maintain full compliance.</li> <li>• Completion off department training program assessed through four week period.</li> </ul>
<b>TRUST VALUES</b>
<p>Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Trust to define and develop our culture.</p> <p>The post holder will be:-</p> <ul style="list-style-type: none"> <li>• <b>Compassionate, caring about our patients.</b></li> <li>• <b>Accountable and responsible, always looking to improve.</b></li> </ul>

- Respectful for all and show integrity in everything.
- Encouraging and challenging each other to always do our best.

#### ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. Hampshire hospitals NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A to this Job Description and Person Specification details key information you should be aware of.

#### ORGANISATION STRUCTURE



## Person Specification

<b>PERSON SPECIFICATION</b>	
Domestic Assistant	
<b>Training &amp; Qualifications</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Good general education at GCSE level or equivalent.</li> <li>• Entry Level 3 standard Literacy and Numeracy Test on entry.</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ.</li> <li>• Customer care training.</li> <li>• Dementia training.</li> </ul>
<b>Experience &amp; Knowledge</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Knowledge of COSHH regulations.</li> <li>• Knowledge of manual handling and health and safety regulations.</li> <li>• Knowledge of Infection Control procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a healthcare environment.</li> <li>• Experience in using floor machinery.</li> </ul>
<b>Skills &amp; Ability</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Autonomous application of knowledge, skills and experience.</li> <li>• Ability to communicate effectively with patients, ward staff and Domestic team.</li> <li>• Ability to work well as part of a team.</li> </ul>	
<b>Other Specific Requirements</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Will be willing to work flexible hours, pressured workload to meet organisational needs.</li> <li>• Occasional need to support service across site for escalation and training purposes.</li> </ul>	

## **ADDITIONAL INFORMATION APPLICABLE TO ALL POSTS**

### **Confidentiality**

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal.

These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.

### **Equality and Diversity**

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

### **Quality & Safety**

Patient, service/facility user and staff safety is paramount at Hampshire Hospitals NHS Foundation Trust.

The post holder will promote a just and open culture to reporting of incidents and adverse events. To ensure the practice of self and others is at all times compliant with both the safeguarding children's policy and guidance and vulnerable adult's policy.

The post holder should be aware of current health and safety policies of the Trust. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

### **Vetting & Barring Scheme**

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offense for someone Barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone Barred from working with vulnerable adults or children are liable for prosecution.

### **Infection Control**

To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment.

### **Governance and Risk**

Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

### **Duty of Candour**

The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform



and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

#### **Safeguarding**

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trust's Policies.

#### **Training & Personal Development – Continuous Professional Development**

There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students / trainees and other learners in practice.

#### **Sustainability and Carbon Reduction**

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.