

**JOB DESCRIPTION**

**Oxford Health NHS FT**

Oxford Health is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

**Job Title:** Head Housekeeper  
**Band:** 3  
**Responsible to:** Facilities Support Manager  
**Responsible for:** Housekeepers  
**Place of work:** Community or Mental Health wards  
**Hours:** 37.5

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## **JOB PURPOSE**

To be responsible for the overall management and performance of the directly employed soft FM cleaning and porter staff within their area.

To work in conjunction with nursing staff to maintain a clean and safe environment.

Responsible for cleaning and maintaining the patient rooms, public areas, back of house areas such as linen room and laundry areas, according to the organisations policies and procedures at a level that meets or exceeds National Cleanliness standards.

## **CUTIES AND RESPONSABILITIES**

- To directly manage porters and cleaners and ensure that all service standards are met and maintained.
- To carry out a localised induction with all new staff members managed by post holder.
- To carry out annual appraisals and monthly supervisions for managed staff
- To be responsible for authorising annual leave and recording and managing sickness levels
- To ensure that all staff mandatory and task specific training is completed in liaison with Facilities co-ordinator.
- To ensure managed staff are aware of any policies and procedures required to complete their tasks.
- To support line manager with rotas and cleaning schedules
- To ensure that staffing levels are maintained to adequately meet the service requirements; to highlight any issues immediately to line manager.
- To be responsible for managing stock levels for cleaning consumables, linen and food stock levels and highlighting shortages to line manager to order
- To be responsible for the recording and retention of all documentations required for food and cleaning services. i.e., temperature checks and cleaning task list
- To collate all timesheets and provide to admin for completion of turnaround document.
- To carry out daily cleaning routines as scheduled
- To carry out terminal and enhanced cleans as per local procedures.
- To handle and remove waste in line with segregation processes and procedures.
- To ensure there is adequate clean stock of linen and laundry. Unpack and stack all linen and laundry.
- To set up dining room, beverage/food trolleys as and when required
- To regenerate cook/chill meals recording the temperatures of food at stages defined as appropriate within the relevant wards.
- To ensure kitchen equipment, regeneration equipment and all surfaces are always clean.
- To ensure food is supplied to wards at the correct times for service and all waste food is discarded and recorded immediately after service.
- To ensure the dining room is cleaned after each meal.
- To wash-up and account for all cutlery and crockery and kitchen utensils after meals and breaks.
- To ensure all food items are correctly stored and there are adequate supplies.
- To follow food hygiene regulations.



- To ensure that sufficient cleaning materials, equipment are available to clean each area.
- To ensure that all equipment used is fit for purpose and report any damaged or out of date PAT tested machinery to Facilities helpdesk.
- To ensure proper procedures are followed when cleaning in-patient areas.
- To reports any damages or hazards that are present in-patient rooms or ward areas, i.e., burnt out light bulbs, broken furniture, broken fixtures, etc. to ward clerk.
- To adhere to all policies and procedures relevant to the role
- To ensure that all mandatory training is attended as required for the role.
- To be aware and ensure managed staff are aware of local health & Safety procedures including fire evacuation procedures.
- To report personal accidents or injuries to line manager to record on Trust incident register.
- To carry out any additional related duties requested by line manager.
- To provide cover for colleagues during absences.
- To assist other housekeeping personnel when needed



## **CODE OF CONDUCT**

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

### **Personal Development**

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

### **Code of Conduct**

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

### **Equal Opportunities/Diversity**

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.



## **Health & Safety**

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

## **Infection Control**

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

## **Confidentiality and Data Security**

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (eg. Caldicott, GMC) and any code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

## **Safeguarding**

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

## **Other**

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

## **Person specification**



Criteria for Selection	Essential Requirements	Desirable Requirements
Qualifications – Academic/Skills/Professional	<ul style="list-style-type: none"> <li>• Good general education</li> <li>• NVQ level 3 relevant certificate or relevant experience</li> <li>• Working towards NVQ – Food Hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ 1 in cleaning</li> </ul>
Knowledge Requirements	<ul style="list-style-type: none"> <li>• Basic cleaning skills</li> <li>• Some knowledge of cleaning chemicals</li> <li>• Knowledge of COSHH regulations</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• The ability to carry out the duties of housekeeper described in job description.</li> <li>• Use of cleaning tools and equipment</li> <li>• IT skills – basic knowledge of Microsoft word and excel.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of supervising staff</li> <li>• Experience of working in a mental health care setting</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Ability to work by themselves as well as being part of a team.</li> <li>• Good communication skills</li> <li>• An understanding of the principles of delivering quality customer service</li> <li>• Flexible</li> <li>• Good interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• To demonstrate an interest in Learning/Further Training</li> </ul>