

## Job Description/Specification

<b>Role:</b>	Bed Turnaround Team and Housekeeping Assistant
<b>Banding:</b>	Band 2
<b>Division:</b>	Estates & Facilities
<b>Responsible to:</b>	Senior Facilities Manager Housekeeping
<b>Accountable to:</b>	Assistant Facilities Manager/Housekeeping Team Leaders

### Job Purpose:

To provide a high standard of cleaning service in line with the, National Cleaning Standards and a quality food service in line with the, EHO guidelines - To be part of a Housekeeping/Cleaning Team, undertaking cleaning tasks using specialised cleaning equipment and techniques, enhancing cleaning standards throughout the hospital.

To ensure all the cleaning of infected and non-infected discharge rooms are completed in a timely manner, including the use of UV cleaning.

### Key Responsibilities:

To work as part of a dedicated bed turnaround team to provide and maintain a clean and hygienic environment for Trust staff, patients and their visitors, in line with the National Standards of Healthcare Cleanliness. The individual will be adaptable, flexible & self-motivated.

The postholder will be expected to work to clearly defined achievable, individual & team operational goals and respond to any other duties to complete tasks as required by the Facilities Department and Trust.

The post holder will be primarily responsible for utilising the Trust approved bed cleaning turnaround system (TeleTracking) to improve patient flow through the Trust. The individual will be responsible and accountable for the timely turnaround of patient bed spaces following discharge and will assist in maintaining a clean, hygienic, and safe bed space environment in line with National Standards of Healthcare Cleanliness.

The individual will establish and maintain good working relationships and a clear line of communication with Domestic Supervisors, Facilities Manager - Housekeeping, ward teams and the Care Co-ordination Centre. The individual is expected to be polite and communicate when required with patients & visitors.

The main duties listed below are to outline tasks involved; however, this is not extensive and subject to change with variation within the given role. We will ask employees to be flexible in their role and to always ensure we are delivering safe, kind and effective care. To carry out the cleaning duties safely and effectively, in accordance with the NHS National

Standards both re-active and pro-actively including but not limited to patient areas and public areas.

### **Main Duties:**

To be responsible for cleaning as follows:

- o Vacuum cleaning.
  - o Wet/Dry mopping.
  - o Cleaning and descaling of toilets and sanitary areas.
  - o Cleaning of baths, showers, washbasins, and associated fittings.
  - o Cleaning of bedframes and mattresses.
  - o Mattress integrity check.
  - o High, mid and low dusting of all furniture, ledges, curtain rails, bed lamps etc.
  - o Moving light equipment i.e., beds, lockers, and chairs to facilitate cleaning.
  - o Operating floor equipment when required.
  - o Environmental/disinfection cleans as required by the Infection Prevention Control Team.
  - o Making up of bed with clean linen on specified/dedicated wards.
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- Responsible for compliance with all cleaning frequencies and procedures.
  - To operate mechanical equipment including vacuum cleaner, wet pick up, steam cleaner, UV and HPV cleaning equipment, floor machines and carpet shampooer.
  - Collect, segregate, and dispose of all types of domestic, recycling and clinical waste in the designated collection points.
  - Responsible for replenishing all consumables, hand towels, toilet paper, soaps.
  - Responsible for responding to ad hoc requests to clean up spillages including body fluids in non-clinical and public areas.
  - Check and clean all equipment and report any faults or potential hazards to a Domestic Supervisor.
  - Reporting any signs of pest infestation to a Domestic Supervisor
  - Reporting all accidents and near misses to a Domestic Supervisor
  - Ensure that a clean uniform and ID badge are worn at all times when on duty and use relevant Personal Protective Equipment in accordance with the policies of the Trust and Facilities Department.
  - To adhere to the Health and Safety Policy following the departments' safe systems of work and the guidelines for the correct use of chemicals at all times, to ensure your safety and that of others, to prevent the spread of infection.
  - To co-operate and follow instructions when new cleaning methods/ frequencies or equipment are introduced.
  - Responsible for ensuring all consumables and equipment are correctly and securely stored at all times.
  - To attend the Trust's Induction programme on commencement of employment and all mandatory training as and when required.

- Always maintain confidentiality.
- Adhere to all Trust policies and procedures and demonstrate the Trusts behavioural standards. Always demonstrate courteous behaviour.

To complete all relevant documentation

To perform any other housekeeping services as required by Team Leaders

To provide support to the service as required to cover leave

To provide a professional level of customer service to patients and visitors

To ensure to ensure all documentation is completed

### **Key Working Relationships and communication:**

The post holder will be in contact with all service users and the Domestic Supervisor on a regular basis via terminal/telephone/face to face.

To respect and support people's equality and diversity.

### **Planning and organisational:**

- The post holder will be expected to be able to follow and respond to the TeleTracking system priorities within the given timeframe allocated.
- The post holder will be required to maintain accurate and real-time information in relation to utilising the appropriate devices and IT systems as directed by the Trust.
- The post holder will maintain a working knowledge of Trust IT systems including TeleTracking to facilitate the management of bed space cleaning and turnaround.

### **Responsibility for policy/service development:**

To ensure team objectives are implemented and that service improvements are met.

### **Management responsibility:**

Management of own workload ensuring best practices are followed.

### **Physical effort:**

The post holder must be suitably fit and able to undertake the physical duties of the post.

The post involves manual handling duties and constant movement and standing for

duration of the shift e.g., twisting, stretching, bending, kneeling, pushing and pulling.  
This includes:

Use and movement of cleaning equipment.

Physically moving furniture whilst cleaning areas e.g., desks , chairs, beds and lockers.

Physical movement of stores e.g., Cleaning chemicals, Paper Disposals.

Physical movement of waste e.g., manually remove household waste and clinical waste to disposal area.

Physical movement of Linen e.g., bags of clean mops from holding area and soiled mops to disposal area.

### **Mental and emotional effort:**

The post holder may be exposed to distressing and emotional circumstances around very ill patients and will be required to be sensitive and aware throughout their shift.

Working patterns may need to be adjusted to accommodate interruptions e.g. consultants rounds, patient mealtimes.

### **Working conditions:**

Regularly working in unpleasant smelling environments e.g. urine, vomit, excrement and receiving requests to remove body fluid spillages in public areas, where applicable.

### **Key Working Relationships:**

Internal	External
<ul style="list-style-type: none"><li>- Head of Care Coordination Centre</li><li>- Clinical Site Managers</li><li>- Site Directors</li><li>- General Managers Lead Matrons / Matrons</li><li>- Ward Managers</li><li>- Nursing Staff</li><li>- Flow Coordinators</li><li>- Emergency Planning Advisors</li><li>- Estates &amp; Facilities Teams</li><li>- TeleTracking Technical Administrators</li></ul>	<ul style="list-style-type: none"><li>- External NHS Providers</li></ul>

## **Main Conditions of Service**

### **Our Vision and Values**

All staff must commit to our Vision and Values and exhibit behaviours in line with our new Values.

**B**old  
**E**very Person Counts  
**S**haring and Open  
**T**ogether

We are *inspiring* and *ambitious*  
We are *respectful* and *supportive*  
We are *open* and *speak up*  
We are *inclusive* and *responsible*

Our Trust is a great choice for people who want to develop their career in an ambitious environment. Our employees are able to choose the coverage and supplemental benefits that best fit their needs and those of their families.

We are committed to endorsing diversity, multiculturalism, and inclusion; our policies / procedures ensure that all applicants are treated fairly at every stage of the recruitment process.

### Training and development

When you start work as a Housekeeper at the Medway NHS Foundation Trust, you will be given the training you need. This includes health and safety and manual handling as well as an introduction to the department. You will be encouraged to work towards a qualification such as offered by the British Institute of Cleaning Science (BICSc). You may also have the opportunity to get a qualification by doing an NVQ or an apprenticeship.

Employers may ask staff to take courses in particular topics such as dealing with hazardous waste and infection prevention and control.

With experience and qualifications, Housekeeping staff can apply to become members of the British Institute of Cleaning Science (BICSc).

### Health & Safety

Staff are required to observe local Health & Safety arrangements and take reasonable care of themselves and persons who may be affected by their work.

### Equal Opportunities

Staff are required to comply with the Medway NHS Foundation Trust's approach to equal opportunities and treat everyone the same, regardless of their gender, race, disability, marital status, religion or belief, sexual orientation, gender reassignment or age.

### Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

### Infection Prevention and Control

All post holders have a personal obligation to act to reduce healthcare associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. All post holders must comply with Trust

infection screening and immunisation policies as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Hygiene Policy and Trust procedures for use of personal protective Equipment, safe procedures for using aseptic techniques and safe disposal of sharps.

### **Information Governance**

Staff is required to keep all patient and staff information confidential unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard any data considered to be confidential may be regarded as misconduct/gross misconduct and a disciplinary offence.

### **Patient Experience**

Staff should ensure that they help to create a positive patient experience at all stages of a patient's interaction with the hospital and help to improve the patient experience within the hospital environment.

### **Safeguarding Children and Vulnerable Adults**

The Trust is committed to the protection of children, young people, their families and vulnerable adults accessing its services. Promoting the message that "safeguarding is everyone's business" is vital to ensure our patients are protected and safe from abuse. To this end you must comply with Trust's and the Kent and Medway Safeguarding Board's policies on safeguarding children, young people and vulnerable adults.

All staff no matter where they work or which age group of patients they work with must be aware of their responsibility to act when they feel a child, young person or vulnerable adult has been or is at risk of abuse.

### **Disclosure and Barring Service**

The position you have applied for may have been identified as being an 'eligible position' under the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975* [the Exceptions Order] and, in certain circumstances, *the Police Act 1997*. As such, it may meet the eligibility criteria for a standard or an enhanced disclosure to be requested through the Disclosure and Barring Service (DBS).

### **Uniform**

All staff must adhere to the Trust Nurses/Midwives Uniform Policy

### **Job Description**

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

### **Smoke Free Medway**

Medway NHS Foundation Trust is a smoke free site. This means that smoking is completely prohibited in all Trust buildings, grounds and car parks. This will ensure that the hospital is a better place to work and for our patients to be treated.

If you are currently a smoker and would like to receive free stop smoking advice, please contact the Medway Stop Smoking Service on 07535 710329 or 0800 234 6805.

