

DIRECTORATE OF ESTATES AND FACILITIES

JOB DESCRIPTION

POST	Hospital Support Assistant
PAY BAND	Band 2
RESPONSIBLE TO	Hospital Support Services Team leader
ACCOUNTABLE TO	Hospital Support Services Supervisor
BASE	Goole and District Hospital

ABOUT US

We're a large organisation with three hospitals located in Scunthorpe, Grimsby and Goole. We also provide community services in North Lincolnshire. Our 6,500 members of staff care for and support a population of more than 400,000 people.

We encourage all our staff to innovate and adopt 'best practice' so we can deliver excellent care to our patients. We ask staff to live our values; kindness, courage and respect.

We are committed to recruiting the best people to work with us. You could be one of them.

ABOUT THE POST

1. This post is a flexible role designed to support all cleaning and catering duties at ward level.
2. The post holder is a member of a team dedicated to providing and maintaining high standards of cleanliness and food hygiene in accordance with the Trust's Standards of Cleanliness and Food Safety Legislation.
3. Working directly with team members, patients and visitors providing a safe and effective service.

DUTIES AND RESPONSIBILITIES OF THE POST HOLDER

The post holder's specific responsibilities are focused on maintaining high standards of cleanliness for the direct patient environment, clinical equipment and the provision of a quality food service in relation to the ward environment,. Duties include:

- Ensuring that National Patient Safety Agency Cleaning (NPSA) Cleaning Specifications and Publicly Available Specification (PAS) are adhered to by implementing ward cleaning schedules.
- Carrying out spot cleaning (eg floors, toilets) as required ensuring spillages etc are dealt with swiftly and efficiently, utilising the appropriate equipment and cleaning products for each specific task.
- Ensuring that all chemicals are used and stored correctly in accordance with Care of Substances Hazardous to Health (COSHH) procedures.
- Through efficient work procedures ensure minimum disruption within the work area.

- Service of beverages direct to patients, and the preparation and serving of meals including the collection of completed menu cards.
- Cleaning of the ward kitchen, crockery, cutlery, equipment to meet the requirements of Environmental Health, departmental policies and procedures and the operation of dishwashing machines.
- Ensuring a high standard of personal hygiene and practices are maintained in accordance with the Catering Hygiene Policy/Food Handling Policy, and safely using cleaning materials, applying the appropriate mix ratio in line with COSHH.
- Ensuring food and drink spillages are promptly cleared up and patient tables and trays are maintained in a clean and hygienic manner, utilising the appropriate equipment and cleaning products for each task.
- Ensuring the routine flushing of little used outlets (LUO) in Line with the Trust Management of legionella and associated policies
- Ensuring mandatory training is completed within the timeframes specified and to undertake role specific training where the individual does not hold the suitable qualifications for the role or where standards change in line with legislation.
- Demonstrating leadership qualities by guiding and providing support to new or less experienced staff in support of induction of new starters
- Assisting patients/clients during contact ie: whilst working in wards areas where barriers to communication may exist.
- To verbally feedback to their line manager or ward staff any patient comment, positive or negative
- To be responsible for reporting to the appropriate person when requisition or repair and maintenance of equipment is required
- To maintain work records such as fridge temperature checks, food temperature checks, cleaning and flushing of little used outlet records recording results in line with the departmental procedure.
- To participate in audits and surveys as necessary to own area of work recording faults and reporting them to the appropriate person.

OUR VALUES

Kindness

We believe kindness is shown by caring as we would care for our loved ones

- I will be compassionate, courteous and helpful at all times
- I will be empathetic, giving my full and undivided attention
- I will show I care by being calm, professional and considerate at all times

Courage

We believe courage is the strength to do things differently and stand up for what's right

- I will be positively involved in doing things differently to improve our services
- I will challenge poor behavior when I see it, hear it or feel it
- I will speak up when I see anything which concerns me

Respect

We believe respect is having due regard for the feelings, contribution and achievements of others

- I will be open and honest and do what I say
- I will listen to and involve others so we can be the best we can be
- I will celebrate and appreciate the successes of others

Our values have been created in partnership with our most valuable asset – our employees. Our values set out a clear statement of our purpose and ambition which is to provide the very best in patient care, all of the time. We recognise that without the shared values driven responsibility that each and every person in our teams have, we could not provide excellent services to the patients that we care for. Crucially we recognise that looking towards the future, we must continue to create a culture that enables and drives our collective values and behaviours as an absolute fundamental foundation for both our staff and the patients that we serve.

ADDITIONAL INFORMATION PERTINENT TO ALL STAFF

Health and safety - Healthcare associated infection

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, including the 'bare below the elbows' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Trust has the responsibility of ensuring adequate resources are available for you to discharge your responsibilities.

Safeguarding

The Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation.

The Safeguarding Policies place a duty upon every employee who has contact with children, families and adults in their everyday work to safeguard and promote their welfare. In the event that you have concerns about possible harm to any child or adult you should seek advice and support from the Trust Safeguarding team or in their absence contact your line manager. Out of hours contact should be made with the on-call manager through switchboard.

The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adults welfare. These individuals can be reached through switchboard during office hours, by asking for the Named Professionals for Safeguarding Children or Adults respectively.

The policies and procedures described below are located on the intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training.

Confidentiality

All information, both written and computer based, relating to patients' diagnosis and treatment, and the personal details of staff and patients, is strictly confidential. The Northern Lincolnshire and Goole NHS Foundation Trust and its employees have a binding legal obligation not to disclose such information to any unauthorised person(s). This duty of confidence is given legal effect by reference to the Data Protection Act 1998 and the 'right to privacy' under the Human Rights Act 1998. It applies to any information which is processed by the Trust (i.e. stored, retained, maintained as a record, amended or utilised for the Trust's purposes as an NHS Hospital), from which a living person is capable of being identified. Individuals must observe a 'need to know' principle. No member of staff may seek out any information that they do not need to undertake their duties. This applies to clinical or other personal information of any third party.

Equality impact assessment

The Foundation Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and the delivery of services no individual is discriminated against by reason of their gender, gender reassignment, race, disability, age, sexual orientation, religion or religious/philosophical belief, marital status or civil partnership.