

## JOB DESCRIPTION

**Job Title:** Housekeeper

**Band:** Band 2

**Department:** Generic

**Responsible to:** Ward/Department Manager

**Accountable to:** Ward/Department Manager



## **JOB PURPOSE**

The Housekeeper will work as an integral part of the ward/Department team. Working with the Person in Charge to ensure that all facilities on the ward/Department are conducive to a clean, safe, tidy, comfortable and efficient environment.

The main elements of the role are supporting the delivery of ward/department cleaning schedules in terms of clinical equipment, assistance with the beverage and meal service, assisting with stock management/rotation and to assist the co-ordinator in ensuring the ward/department is well maintained in terms of clinical equipment and patient furniture, together with other specified tasks to meet patient needs, as determined by the person in Charge

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Essential Tasks**

Cleaning:

- To assist the person in charge to ensure the clinical environment meets the standards for the Infection and Prevention Control Ward Accreditation programme for the Trust
- To carry out spot cleaning and ensure spillages are dealt with swiftly and efficiently.
- To ensure general and specialist equipment, e.g. drip stands, pat slide, electric beds and mattresses, mats, and plinths are cleaned as per cleaning policy.

- Work alongside the person in charge to ensure the environment is safe and tidy at all times, e.g. remove clutter, tidy notice board, signage, storage etc.
- To maintain the upkeep of patients' clinical areas.
- Assist in patient flow by preparation of bed space/cubical for terminal cleaning.

#### Catering:

Catering support is a key part of the role for ward based housekeepers or in departments where food is served as part of the appointment. In other OP areas this may be a minimal requirement.

- To ensure patients and patient bedside is prepared for meals, ie removing all clutter, providing handwashing facilities prior to meals, ensuring meals are easily accessible and ready to eat.
- Assisting registered nurses with delivery of food to patients at mealtimes.
- Support patients with menu choices in preparation for food order using appropriate menu.
- On a daily basis, ensure special diets are requested.
- Maintain stock levels of food consumables, eg milk, butter, jam and condiments.
- Ordering and collects dietary supplements for patients on discharge
- Ordering meals for patients new onto the ward/department and ensure that patient meal orders are transferred to next receiving ward
- To ensure refrigerated food is labelled, stored correctly and discarded as per policy.
- To prepare hot and cold beverages.
- Compliance to food hygiene level 1
- Ensure fridge temperatures are checked and recorded daily.

#### Maintaining the Environment:

- Assist clinical staff to ensure the storage areas are kept clean and tidy and productive, free from clutter and overstocking. Maintain adequate linen stock levels and return linen not fit for purpose.
- To monitor the maintenance of medical equipment on a daily basis and inform the person in charge of any medical equipment which is due an annual maintenance check and assist in ensuring action is taken to resolve any issues.
- To report any maintenance issues, relating to clinical areas/ department/office environments to the appropriate department and monitor if work completed
- To ensure faulty/broken equipment is transferred to Medical Technical Services as per policy with appropriate documentation, and logged.
- To respect the privacy and dignity of patients whilst carrying out housekeeping duties.
- To ensure the safe storage of equipment, to reduce health and safety issues.
- Ensure the ward/department 'battle box' is stocked and in full working order, and escalate any deficiencies as appropriate.
- Ensure an adequate supply of sharps boxes, and are appropriate to each clinical area and are replaced as necessary and full boxes stored in the correct collection area.

#### General:

- To receive, welcome and direct visitors to the ward/department
- Answer ward/department telephone and relay information to the appropriate person, or answer queries if within the Housekeeper remit ie specialist equipment needed elsewhere.
- To assist with training of staff involved with housekeeping services ensuring required standards are achieved.

- Work with the department ward manager to implement any changes in policy / standards relating to food hygiene, waste categorisation, disposal etc.
- Request movement of patients and equipment using relevant IT system.
- To order/locate equipment as instructed by clinical team, eg. Pumps, mattresses, emergency trolley, oxygen, maintaining the environment and completing appropriate documentation.
- To respond to emergencies and untoward incidents when required, e.g. retrieving equipment, urgent errands.
- To act as a chaperone if required

### **Working Practices, Relationships & Corporate**

- To maintain effective working relationships within and between departments.
- To foster peoples equality, diversity and rights.
- At all times respect patient confidentiality and in particular, the confidentiality of electronically / manually stored patient / personal data, in line with the requirements of the Data Protection Act 1998.
- Be aware of individual responsibilities and maintain a safe environment in accordance with the Health and Safety at Work Act. Identify and report immediately any untoward accident, incident or potential hazard.
- Participate in own performance development appraisal.
- To provide effective customer care.
- Develop and use IT skills as required in line with Trust developments.
- Attend all mandatory lectures and in service training for the Housekeeper role.
- Adhere to Trust and Divisional policies and procedures.
- The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals, will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies in order to ensure the highest quality of care to patients.
- Participate in first line resolution of complaints in line with Trust policy.
- Contribute to and change practice in response to corporate developments.
- Undertake manual handling in accordance with the Trust policies, appropriate to the working environment.

### **Divisional Responsibilities**

- Contribute to and change practice in response to Divisional developments in practice.
- Assist Registered Healthcare staff in the audit process.
- Contribute to service and quality improvement and modernisation activities at a Divisional and Trust level.
- Attend monthly Housekeeper meetings and provide relevant feedback information to person in charge.

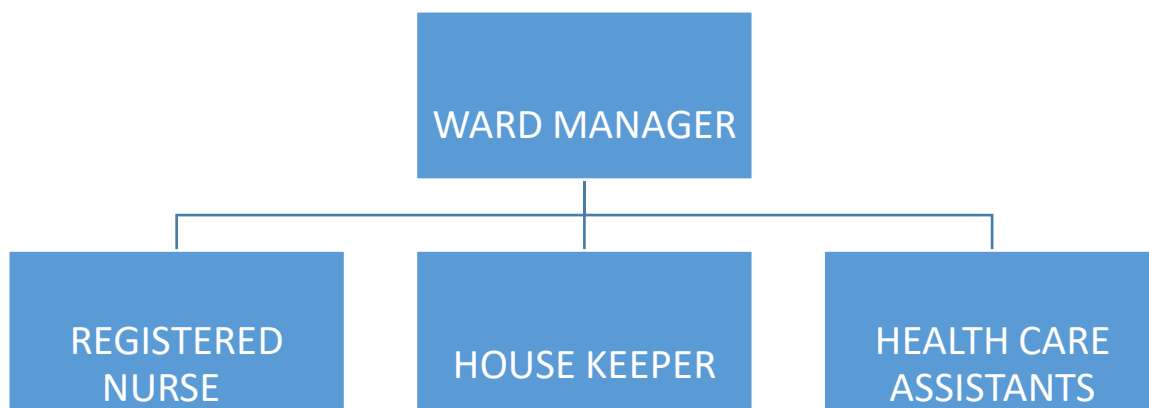
### **Management and Leadership**

- Will utilise a variety of strategies to communicate effectively with patients and those involved in their care in a clinical environment. The post holder must also communicate effectively with staff in the Trust, in other organisations and with the general public.

## SCOPE AND RANGE

The Housekeeper will work as an integral part of the ward/Department team. Working with the Person in Charge to ensure that all facilities on the ward/Department are conducive to a clean, safe, tidy, comfortable and efficient environment.

## ORGANISATIONAL STRUCTURE



## **APPENDIX 1 - SPECIFIC TERMS**

- All staff and volunteers working within the trust have a duty to be aware of their own and the organisation's roles and responsibilities for safeguarding and protecting children and young people, and vulnerable adults. You must be competent to recognise abuse, respond appropriately and contribute to the processes for safeguarding, accessing training and supervision as appropriate to your role. The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies in order to ensure the highest quality of care to patients. If your normal duties are directly or indirectly concerned with patient care you must ensure you receive sufficient training, information and supervision on the measures required to prevent and control risks of infection.
- You must be aware of and adhere to Health and Safety legislation, policies and procedures, to ensure your own safety and that of colleagues, patients, visitors and any other person who may be affected by your actions at work. You are reminded of your duty under the Health & Safety at Work Act 1974 to take reasonable care to avoid injury to yourself and others; to officially report all incidents, accidents and hazards using the Critical Incident Reporting Procedure; to use safety equipment provided for your protection at all times and to co-operate with management in meeting statutory requirements.
- Maintaining confidentiality of information related to individual patients or members of staff is a very important aspect of your work within the Trust. Failure to maintain confidentiality of such information may constitute a serious disciplinary offence. Staff should also bear in mind the importance of sharing essential information with carers and others, with the consent of each patient. There will also be circumstances where critical risk information will need to be shared with partner agencies, subject to guidance and advice available from your manager. You should remember that your duty, to respect the confidentiality of the information to which you have access in the course of your employment with the Trust, continues even when you are no longer an employee.
- This job description is not intended to be a complete list of duties and responsibilities, but indicates the main ones attached to the post. It may be amended at a future time after discussion to take account of changing patterns of service and management.