
JOB DESCRIPTION

JOB DETAILS

Job Title: Ward Housekeeper Band 3

For:

Department / Ward: Trust wide

Base: Manchester University NHS Foundation Trust

ORGANISATIONAL ARRANGEMENTS

Accountable to: Ward Manager.

Key relationships : Ward Manager, Matron, Atkins
& Sodexo Site Management

JOB SUMMARY

Co-ordinate all support services in the ward area and work as part of the ward team to ensure a clean, safe and comfortable environment.

DUTIES AND RESPONSIBILITIES

1. WORKLOAD:

1.1 Ward Environment responsibilities:

- To assist in the monitoring and maintaining of cleaning standards on the ward. Attend weekly partnership ward walk round with Matron and Sodexo Site Management.
- Identifying and rectifying problems where appropriate. Keep Ward Manager and relevant partner organisation informed.
- Spot cleaning, i.e. ensure spillages are dealt with swiftly and efficiently, for example in the ward entrance. Body fluid spillage's to be notified to nursing staff.
- Ensure any non- clinical equipment is in a clean condition and available for immediate use - locker, wardrobe, bed table, bed light, "Patient line".
- Upkeep of ward appearance, i.e. remove clutter, remove dirty cups, tidy notice boards and leaflet racks, tidy magazines, signage, flowers, cards, moving of light furniture – chairs. Liase with other departments as appropriate.
- Daily ordering of linen to maintain linen stocks, ensuring Linen Room Supervisor and Ward Manager are notified of returns and re-washes. Regular tidying of Ward Linen Room.

- In liaison with Nursing staff, and Sodexho, ensure isolation nursing areas are cleaned appropriately, and documentation completed in accordance with MRSA Care Pathway.
- With assistance re- hook bed cubicle curtains as appropriate.
- Establish and maintain periodic cleaning programme of non-clinical items e.g. drip stands; hoists when not in use, “pulling out” of bed areas and treatment rooms, tidying clean utility.
- Attend Ward Internal Partnership. Patient Environment Action Team (PEAT) inspection. In conjunction with Ward Manager, and Matron ensure any issues highlighted are actioned.
- In conjunction with Matron, Ward Manager and Partners, oversee the Annual Partnership Service Level Agreement. This includes, monitoring agreed ward curtain changing programme. Authorise on completion. Monitor the window cleaning schedule 3 times a year, and ward periodic cleaning programme. Liase with all concerned, to ensure these are conducted effectively or as agreed.

1.2 Catering:

- Ensure patients whose food intake is not medically restricted, have access to fresh water, e.g. jug and glass. Assist patients to order food, where necessary, taking into account special needs and medical requirements. Consult with Sodexho Diet Chef, Trust Dietician, Sodexho PSA, as required and appropriate.
- Collate menu information, ready for collection by Sodexho, as per Sodexho guidelines, and in liaison with Sodexho, Patient Services Assistant. (PSA)
- Prepare areas where food and beverages are served/consumed to ensure a pleasant environment for patients. Assist nursing team and Sodexho PSA with patient meal service.
- Identify to Nursing Staff, those patients who require any assistance with eating and drinking, are identified and helped. Observe patient’s intake and notify nursing staff so their dietary needs are met.
- Co-ordinate any extra meal requirements which may arise, in conjunction with Sodexho Patient Services Assistant,.

1.3 Maintenance:

- Responsible for the management of the Ward’s Partner defect logbook, ensuring all defects are logged via the appropriate Help Desk, reported, recorded and closed down.
- Liaison with Partner Organisation Operatives, (e.g. Sodexho, Atkins), and other contracted out services e.g. Patient line, as appropriate.
- Establish progress with incomplete works, ward planned preventative maintenance (PPM) and recharge works requests.

1.4 Other duties:

- Medical equipment tracking where appropriate eg Karomed mattresses “stepping down”; Medical items to medical electronics.
- Equipment management and safe storage. Ensure where appropriate decontamination certificates are completed by ward nursing staff.
- Ordering and receipt of stock & non- stock items. Manual handling of boxes on receipt of items.
- Follow Trust procedure and liase with Service provider for the correct disposal of items for scrap.
- As part of the ward team, identify areas where Ward Environment funding would be beneficial.
- As part of the ward team, and the wider partnership team, identify areas where financial savings could be made eg standardisation of ward dressings; Sodexo

ward catering supplies. Work with the multidisciplinary team to help achieve and maintain these savings.

- Respond to request for general information.
- Receive and pass on information to others, maintaining confidentiality.
- Handling complaints and take appropriate action. Communicate patient feedback.
- To receive, welcome and guide visitors around the ward, liaising with other staff as appropriate.
- Explain the correct use of equipment to patients i.e. nurse call, "Patient line".
- Liaise with Trust Patient Advocacy & Liaison Service (PALS) to ensure patients and carers stay is as hassle free as possible. Organise relatives accommodation; car park passes, where appropriate. Attend any local patient information days.
- Assistance with induction of new ward staff, Sodexho & Atkins ward staff. Assist in the training of new housekeepers as required.
- Be an active member of the ward team and with our partners, help achieve any national standards and benchmarks.eg Essence of Care; 11 National patient standards.
- Both for the Trust and our partners, contribute and participate in data collection for audit and survey purposes, eg Sodexho Patient Catering questionnaire, H&S Risk Management audits.
- Additional administration duties as required.

2. COMMUNICATION:

- Ensure you maintain effective communication and teamwork with the staff and patients on the ward. This may involve occasional confrontation.
- Attend Ward Manager's meetings, and other meetings as appropriate.
- Maintain contact with patients and carers, for example inform patients of expected waiting times, delays, arrange mortuary viewings for relatives, assist with bereaved relatives.
- Implementation and maintenance of "Ward Housekeeper Communication book", to maintain communication links with our Partners (Sodexho, Atkins) and ward staff. Maintenance of Ward Housekeeper information file.
- Liaise with other outside organisations providing services to patients, for example-Patient line, United News.
- Effective use of Trust email system.

3. INITIATING AND IMPLEMENTING CHANGE:

- Work on own initiative making assessment of workload and adjustments to daily routine as required, ensuring standards are maintained and daily deadlines achieved.
- Develop working practices to improve the quality of the service delivered to the patient. These need to be agreed with respective Partners.

4. DECISION MAKING AND ADVICE

- Develop a flexible approach to the workload and advise the Ward Manager on difficulties encountered with the provision of the services.
- Analyse and respond to situations relative to Hotel Services and Estates maintenance. Advise the Ward Manager of any potentially difficult or sensitive issues.

5. CLINICAL GOVERNANCE

Training and Development

Undertake mandatory training according to Trust policy. • Food hygiene.

- Health & Safety (Infection Control/Manual Handling/Fire/COSHH/ Resus) • Confidentiality; Caldicott
- Attend appropriate training and development courses as identified in Personal Performance and Development review.
- Awareness of differences and diversity with regard to e.g. disabled patients, ethnic patients, and elderly patients.
- Awareness of Essence of Care principles.
- Awareness of Trust Hospital Incident Reporting System (HIRS) system.
- Awareness of the Concession Agreement and Service Output Specifications, and how these should be applied.
- Awareness of Matron's Charter and Matron's Key Responsibilities as detailed in the NHS National Plan.
- Awareness of the 11 National Patient Standards, detailed in the NHS Plan, and the Patient Environmental Action Team (PEAT) standards.

6. HEALTH AND SAFETY

- To take care of your own safety and that of others who may be affected by your actions or failure to act.
- To adhere to Trust Policy and ward Health & Safety Policies and to use any equipment or personal protective equipment provided to ensure safety.
- To co- operate with your managers to maintain safe systems and safe working places.
- To report any accidents, incidents, ill health or failings in premises, equipment or personal protective equipment.
- To not interfere with any equipment provided to ensure health & safety.
- To not attempt to carry out any tasks or repairs beyond your competence.
- To complete in liaison with Ward Manager appropriate HIRS forms.

7. EFFORT & ENVIRONMENT.

- Walking throughout the day. Occasional exposure to unpleasant working conditions, e.g. heat of the ward, smells, noise.
- Exposure to situations which may be distressing, difficult and aggressive.
- Physical effort required for manoeuvring stores and equipment.

This is not intended to be an exhaustive list and may be amended from time to time to reflect the changing requirements of the post, following discussion with the post holder.

PERSON SPECIFICATION

The person specification should set out the qualifications, experience, skills, knowledge, personal attributes, interests, other requirements which the post holder requires to perform the job to a satisfactory level.

Job Title: Ward Housekeeper/Housekeeper Trainer

	<u>ESSENTIAL</u> The qualities without which a post holder could not be appointed	<u>DESIRABLE</u> Extra qualities which can be used to choose between candidates who meet all the essential criteria	METHOD OF ASSESSMENT
QUALIFICATIONS Where qualifications are listed please state how long the study period will be and if its degree / diploma / masters level	Good standard of English and numeracy NVQ 2 (or equivalent) and relevant experience	English GCSE or equivalent Willing to work towards NVQ Level 3- Customer Services Willing to work towards NVQ Level 2- Admin Basic Food Hygiene Certificate Training and or presentation skill qualification	Certificates Application form
EXPERIENCE	<ul style="list-style-type: none"> • Experience of meeting and dealing with the public • Working as part of a multi disciplinary team 	<ul style="list-style-type: none"> • Working in a caring or hotel / catering environment • Working at supervisory level • Office work 	Application Form Interview
SKILLS	<ul style="list-style-type: none"> • Keyboard skills • Good organisation and communication skills • Team worker • Multi Skilled and flexible in working practices • Confident, approachable and of cheerful disposition • Able to work under known initiative • Enjoys meeting and talking to people 	<ul style="list-style-type: none"> • Customer Care awareness 	Application Form Interview References
KNOWLEDGE	<ul style="list-style-type: none"> • Caring or hotel catering environment • Confidentiality 	<ul style="list-style-type: none"> • Dealing with and resolving complaints 	Application Form Interview

OTHER <i>(Please Specify)</i>	<ul style="list-style-type: none">• Physically fit• Satisfactory sickness/absence record• Clean and smart appearance		Reference Occupational Health
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