

Job Description

Job Details

Job Title:

Assistant Housekeeper

Job Reference Number:

Band:

2

Ward / Department:

Specialist Services Beds (Caroline House Beech Ward Pine Cottage)

Directorate / Locality:

Specialist/SSOCS

Essential Qualifications:

Job Purpose

To work as an integral part of the ward team. To be responsible for the co-ordination of all patient facilities and services in the ward area to ensure a clean, safe, comfortable environment, and to monitor quality standards and work closely with others to ensure that deficiencies are rectified under the guidance and supervision of the Band 4 Housekeeper.

Organisational Arrangements

Accountable To:

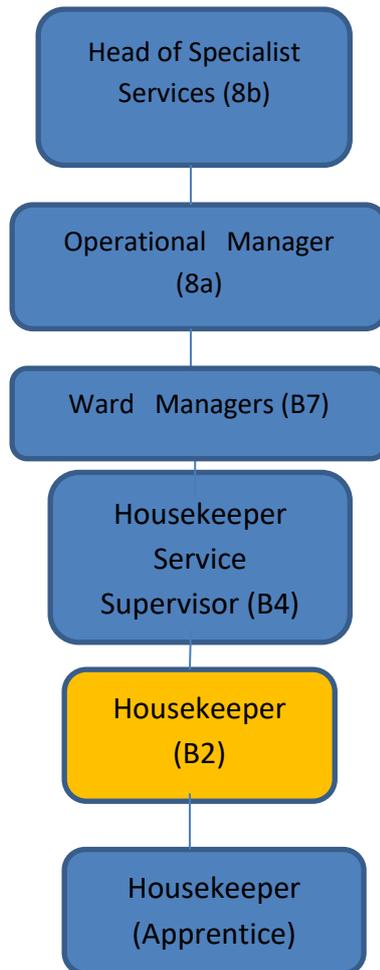
Operational Clinical Lead for Neurological Rehabilitation Services

Reports To:

Ward Manager

Responsible For:

Structure Chart



Main Duties & Responsibilities

1. The main element of the role is to ensure the delivery of cleaning, nutrition/catering and minor maintenance together with other specified tasks to meet individual patient needs as determined by the ward manager, supported by the Band 4 Housekeeper.
2. Working with cleaning contractors, to ensure high standards of the above are delivered, escalating any concerns which are identified and not rectified in a timely way to the Band 4 Housekeeper.
3. Establish relationships with patients, families and friends and help them to access the services provided by our unit and signpost to other services as appropriate.
4. To be active in induction of new staff, in relation to familiarisation with the environment and housekeeping processes as appropriate.
5. Communicate relevant information regarding the housekeeper role to the ward team.
6. Ensure good record keeping relevant to the role to ensure audit trails for CQC purposes and to meet other required standards.
7. Complete audits and actions plans as identified by the Ward Manager, with the support of the Band 4 Housekeeper, to ensure effective monitoring and management of the service to meet commissioning and quality care standards.

Main Activities:

1. Maintenance of the environment: to ensure patients are cared for in a well maintained environment which is safe, welcoming, comfortable and reassuring.
2. Cleanliness: ensure a high standard of cleanliness is maintained in all areas, working closely with cleaning contractors and ward staff.
3. Catering: To support the provision of safe, good quality food and drink to meet the individual needs of the patients, and to raise any concerns with the Housekeeper Supervisor.
4. Equipment: ensure that equipment is in good working order at all times, liaising with the maintenance service to ensure prompt repair or replacement as appropriate.
5. Ensuring ward equipment is cleaned in line with policy and a record is maintained, part of this role will involve the housekeeper in cleaning of ward equipment.
6. Linen: take responsibility for ensuring that there is enough clean linen to meet patients' needs using systems in place.
7. Control of infection: working with nursing staff, infection control nurses and cleaning contractors to ensure that patients are being cared for in an environment that minimises the risk of cross infection.
8. Communication: effectively communicate with all relevant parties to ensure continuity of patient care.
9. Health and Safety: ensure that patients are being cared for in an environment that complies with current health and safety regulations. Reporting any areas of concern via the appropriate channel.
10. Supplies: be responsible for ordering all necessary supplies using the EROS system as established and with the support of the Housekeeper Supervisor.
11. Privacy and dignity: The privacy and dignity of patients must be respected at all times and any concerns reported.
12. Customer care: make sure patients/carers are greeted and that they receive a level of customer care relevant to their needs. This is an important part of the housekeeper's role on a daily basis – to communicate with patients and support the delivery of a service to meet their day to day needs.

Development & Training Education:

1. Undertake mandatory training according to Trust policy
2. Food hygiene training is required for this role

3. Customer care/Values in action
4. Health and Safety
5. IT skills
6. Attend appropriate training and development courses as identified at PDR meetings. Demonstrate a commitment to keeping skills and competence up to date.

Other features of job/special requirements:

1. To undertake any other duties commensurate with the post

Trust Values



Community

- As one Trust, we enhance the lives of our patients through our commitment, support and working together
- We are proud to serve our local Community by providing integrated quality services with our partner organisations
- We respect and value the trust we are given to enter our patients' homes and lives



Compassion

- We provide compassionate, co-ordinated and personalised quality care that is safe and effective
- We empower and educate our patients and their carers in the effective delivery and management of their own independence, health and wellbeing
- We are dedicated to holistic, compassionate care and demonstrate this through our commitment to our personal and professional development



Creativity

- Our expertise, commitment and creativity are key to the successful delivery of our services
- We are always open to new ideas that support us in delivering effective compassionate care to our patients
- We continuously innovate and implement efficient delivery of care

Trust Behaviour Framework

- All post holders are required to adhere to the Trust's Behaviour Framework in the undertaking of their duties.



Care Respect and Dignity	We strive to understand each individual patient, service user, carer and customer's total needs as well as valuing and respecting our peers and colleagues.
Working Together for the Community	We are one team, whether working in teams locally, across NCH&C or with our partners for the benefit of our patients and services.
Integrity	We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, partners and patients.
Taking Ownership	We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.
Innovation, Flexibility and Resilience	We continuously seek more innovative ways of delivering care to patients and persevere in the face of challenging situations.

Research & Development

B2 Assistant Housekeeper JD

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- May be required to undertake surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Safeguarding Clause

- Norfolk Community Health and Care NHS Trust 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. Rigorous recruitment checks are carried out and where applicable to the role successful applicants will be required to undertake a criminal records check via the Disclosure and Barring Service (DBS).

Infection Control

- Norfolk Community Health and Care NHS Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by Norfolk Community Health and Care NHS Trust.

Health and Safety

- Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974), to ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- To ensure that the Trust's Health and Safety Policies are understood and observed and that procedures are followed.
- To ensure the appropriate use of equipment and facilities and the environment is maintained in good order.
- To take the necessary precautions to safeguard the welfare and safety of themselves, patients, staff and visitors, in accordance with the Health and Safety at Work Act.
- To undertake appropriate Health and Safety training to support safe working practice including, where appropriate, its management.

General

- All staff are required to respect confidentiality of all matters that they learn as a result of the employment with the Trust, including matters relating to other members of the staff and members of the public/patients.
- Maintain appropriate patient and clinical records in line with the Trusts policies and procedures, and in line with the agreed service specification.
- The post holder will be expected to participate in an annual appraisal of their work where the job description will be reviewed and objectives set. In line with the annual personal development plan the post holder will be expected to undertake any training or development required to fulfil their role.

- Ensure that all patients, clients and colleagues are treated at all times in an equitable manner, respecting diversity and showing an understanding of diversity in the workplace.
- The post holder must carry out their responsibilities with due regard to the Trust's Equality and Diversity Policies, Procedures and Schemes and must ensure that equality is promoted at all times.

This job description is not exhaustive and may be amended from time to time in consultation with the post holder. The post holder will be required to undertake any other duties as may be required for the effective performance of the post.

Person Specification

Essential defines the minimum criteria needed to carry out the job and the job cannot be done without these.

Desirable refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken in to consideration in a job evaluation panel.

Criteria	Essential	Desirable	Method of Assessment (Certificates / Application Form / Interview / References / Document Check)
Qualifications	<ul style="list-style-type: none"> • Some experience within care setting • Good basic IT / standard keyboard skills • Working with people • English at GCSE level C or equivalent • Experience/understanding of customer care 	<ul style="list-style-type: none"> • NVQ Level 2 • Care certificate 	
Experience	<ul style="list-style-type: none"> • Good time management skills • A team player • Working with people 		
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> • Highly motivated • Able to provide high standards of care • Empathy and Sensitivity • Tact and Diplomacy • Good Observational Skills 	<ul style="list-style-type: none"> • Awareness of confidentiality issues 	
Communication	<ul style="list-style-type: none"> • Good communication skills • Good standard writing skills 		

<p>Personal Attributes / Behaviours (linked to the Trust's Behaviour Framework)</p>	<ul style="list-style-type: none"> • Good interpersonal skills • Motivation, enthusiasm, confidence • Ability to work well with others • Ability to work independently • Ability to work flexibly to meet the needs of the service • Willing to take instruction • Respectful of individual differences • Caring, compassionate • Commitment to excellent patient care • Positive attitude • Conscientious • Enthusiastic • Caring • Team worker 	<ul style="list-style-type: none"> • Keen to learn and develop into the role 	
<p>Other</p>	<ul style="list-style-type: none"> • Ability to drive as this could be required as part of the role 		

Supplementary Information

Please indicate in the boxes whether the post holder will be expected to work in or be directly exposed to the following factors:

FREEDOM TO ACT

YES NO

1.	Does the post holder generally work without close supervision?		
2.	Does the post holder work without direct access to a manager?		
3.	Does the post holder work without access to a manager by telephone?		
4.	Is the post holder the lead specialist in their field?		

Each YES response requires completion in the 'Further Information' Section

How often on average does the post holder give guidance and advice to others?

Daily: Weekly:

Other frequency (please comment)

How often is the post holder's work checked / monitored / assessed?

Daily: Weekly:

Other frequency (please comment)

PHYSICAL EFFORT

	YES	NO		YES	NO
1. Working in uncomfortable conditions			9. Standing / sitting with limited scope for movement		
2. Working in physically cramped conditions			10. Kneeling, crouching, twisting, bending, stretching		
3. Making repetitive movements			11. Walking for long periods		
4. Lifting weights / equipment without mechanical aid			12. Heavy duty cleaning		
5. Climbing or crawling			13. Pushing / pulling trolleys or similar equipment		
6. Manipulating objects			14. Working at heights		
7. Manual Digging			15. Controlled restraint ie in post requiring training/certification		
8. Running			16. Moving patients		

Each YES response requires completion in the 'Further Information' Section

MENTAL EFFORT

	YES	NO		YES	NO
1. Carry out formal student / trainee assessments			8. Prepare detailed reports		
2. Carry out clinical / social care interventions			9. Check documents		
3. Analyse statistics			10. Drive a vehicle		
4. Operate equipment / machinery			11. Perform calculations		
5. Give evidence in court / tribunal / formal hearings			12. Make clinical diagnoses		
6. Attending meetings (if yes, describe role in 'Further Info')			13. Carry out non-clinical fault finding		
7. Carry out screening tests / microscope work					

Each YES response requires completion in the 'Further Information' Section

EMOTIONAL EFFORT

	YES	NO
1. Processing (e.g. typing / transmitting) news of highly distressing events		
2. Giving unwelcome news to patients / clients / carers / staff		
3. Caring for the terminally ill		
4. Dealing with difficult situations / circumstances		
5. Designated to provide emotional support to front line staff		
6. Communicating life-changing events		
7. Dealing with people with challenging behaviour		
8. Attending scenes of accidents		

Each YES response requires completion in the 'Further Information' Section

WORKING CONDITIONS

	YES	NO		YES	NO
1. Inclement Weather			11. Humidity		
2. Extreme Temperatures			12. Contaminated equipment / work area		
3. Unpleasant Smells			13. Driving / Being Driven (normal conditions)		
4. Noxious Fumes			14. Driving / Being Driven (emergency conditions)		
5. Excessive noise / vibration			15. Fleas / Lice / Infestation		
6. Continuous use of VDU equipment			16. Dangerous Chemicals - Substances in Containers		
7. Unpleasant Substances			17. Dangerous Chemicals - Substances (uncontained)		
8. Infectious Material			18. Exposure to verbal aggression (little/no support)		
9. Body fluids, Faeces / Vomit			19. Exposure to physical aggression (little/no support)		

10. Dust / Dirt

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Each YES answer requires completion in the 'Further Information' Section

FURTHER INFORMATION

Please enter details of YES responses

Element (e.g. Mental Effort)	Ref No	Details of frequency & intensity
Freedom to Act		
Physical Effort		
Mental Effort		
Emotional Effort		
Working Conditions		

Manager responsible for completion of this document

Name:

Member of Staff to whom this document relates:

Date Completed:

Review Date:

Post Holder's Signature

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Manager's Signature

.....

Date Job Description Agreed

DISTRIBUTION: One copy to member of staff, one copy to personal file.

Please ensure Job Description is agreed and signed by both manager and employee