



Job title



Job description

Job title: Housekeeper

Band: 2

Reports to: Senior Housekeeper

Accountable to: Senior Housekeeper

Values:

Sheffield Health and Social Care NHS Foundation Trust is a major employer and provider of services. Our Service Users, Carers and Staff are central, and our Values are important, to the delivery of high-quality care. We actively seek out individuals who share these values:

- Working together for service users
- Respect and kindness
- Everyone counts
- Commitment to quality
- Improving lives

Job purpose

To provide and maintain a high standard within the Ward Environment in support of good quality patient care.

To provide and maintain a high standard of cleanliness on the Ward.

To prepare and provide a ward catering service.

General requirements

Working together for service users

Commitment to quality

Respect & kindness

Improving lives

Everyone counts

1. To cooperate with the Senior Housekeeper and work as part of a team.
2. To undertake other duties as may be delegated by the Senior Housekeeper and/or Ward Manager.

Principal duties

Supporting Patient Care

3. In undertaking day to day cleaning duties within patient areas, to monitor for signs of deterioration of patient hygiene and day to day living skills and advise staff accordingly.
4. Together with Nursing Staff undertake day to day cleaning duties within patient areas, seek cooperation of and to encourage patients to maintain appropriate self care needs and levels of responsibility for the tidiness of bedroom areas.
5. To ensure that meals are provided on a day-to-day basis in line with the standard Ward menus, ensuring that patient choice and preferences are accommodated.
6. To undertake day to day interactions with patients, relatives and visitors in a professional manner as a member of the Ward Team.

Ward Environment

7. To ensure all waste and dry linen is quickly and securely removed from the immediate Ward environment in line with operational policies/procedures.
8. To ensure the delivery of clean linen is secured and appropriately stored.

9. To ensure appropriate linen supplies are available and provided to patients on a day to day basis, identifying shortfalls and taking necessary action to address.
10. To ensure that the dining facilities are well presented and laid out, in support of good patient experience and that beverage areas are maintained at all times in terms of provisions and cleanliness.

Ward Cleanliness

11. To provide for the full range of general cleaning of all areas within the Ward, following work schedules and procedures.
12. To ensure products, equipment and materials are used appropriately and in the correct manner to ensure safe cleaning and the best results.
13. Monitor the use of cleaning materials and store items. To ensure adequate stock levels remain available, identifying the need to re-stock with the Senior Housekeeper.
14. As and when indicated or required to respond to immediate need to clean identified areas reprioritising effectively pre planned duties.
15. To ensure relevant and appropriate records are maintained in relation to cleaning schedules and to enable the ongoing monitoring of the service.

Catering Services

16. In compliance with menus, the preparation, cooking of patient's meals.
17. To ensure that existing arrangements to identify and promote daily menus and patient choices are adhered to.
18. To ensure that food and beverages are presented and served appropriately for the benefit of patients.
19. To ensure that food items are prepared and made available to patients in line with the Trust policies and procedures relating to monitoring of temperature, cooking times and quality control.

- 20. To ensure required provisions are available on a day-to-day basis in line with agreed menus and day to day needs/requests.
- 21. To ensure that all food items are appropriately and safely received accounted for and stored within designated facilities in line Trust procedures.
- 22. To ensure relevant and appropriate records are maintained in relation to kitchen cleanliness, temperature monitoring and stock control to enable ongoing service monitoring.

Health & Safety

- 23. To carry out duties having due regard for Food Hygiene, Health and Safety and COSHH (Control of Substances Hazardous to Health) legislation.
- 24. To ensure existing arrangements for the safe storage, removal and disposal of household and clinical waste are maintained and followed.
- 25. To adhere to existing arrangements for monitoring of water temperature to prevent the development of legionella bacteria within the Ward.
- 26. Promptly report all defects, breakages and incidents relating to the work area.
- 27. To be aware of the Wards Personal Safety Plan and apply in day-to-day practice.

Service Development

- 28. To attend training and retraining sessions regarding Food Hygiene, Health and Safety and Fire, etc.
- 29. To participate in arrangements for supervision, and personal development reviews.

Job description review

This is not an exhaustive list of duties and responsibilities and in discussion with the manager the postholder may be required to undertake other duties which fall within the Banding of the post. The job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

The post holder should be comfortable in the use of computer technology, have basic keyboard skills and have the ability to use email.

All employees are expected to observe the following:

Equal opportunities and dignity at work – statement of intent

The Trust is a major employer and provider of services. We are committed to building a workforce which reflects the diversity of and meets the needs of the local community.

We oppose all forms of discrimination on legal and moral grounds and recognise that discrimination creates barriers to achieving equality for everyone.

The Trust is committed to making equality of opportunity and fair treatment a reality whereby an individual can seek, obtain and continue employment without unfair discrimination.

As an equal opportunities employer, we will ensure that all job applicants and employees receive fair and equal treatment and will not be disadvantaged by unjustified conditions or requirements.

The Trust's Equal Opportunities and Dignity at Work Policy underpins the Trust's commitment to achieve equality and fairness at work and to ensure that individuals or groups are not unfairly discriminated against.

We are committed to improving our practice through signing up to initiatives such as Stonewall Champions, the Disability Standard/Disability Confident and Mindful Employer.

Safeguarding children and adults

The Trust is committed to safeguarding and promoting the welfare of children, young people (anyone under the age of 18) and adults. It expects all staff, volunteers and contracted staff to share this commitment and act in such a way that safeguards and promotes the health and wellbeing of children, young people and adults.

Staff must ensure that they are familiar with the signs and symptoms of abuse and know what to do if any such concerns are raised.

Staff are expected to know about and follow the Trust's safeguarding children and safeguarding adult policies which can be found on the Trust intranet and participate in related mandatory/statutory training.

Risk management

Staff should be aware of the principles of risk management and adopt appropriate practice to reduce the risk to themselves and others. In particular, staff should observe the Trust's Risk Management Strategy, Risk, Incident and Serious Incident reporting and management policies, Health and Safety regulations and the risk management training requirements for all staff.

Infection prevention and control

Staff are expected to comply with the Trust's Infection Prevention and Control policies and conduct themselves in such a manner as to minimise the risk of causing healthcare associated infections.

**JOB TITLE**

Here at Sheffield Health and Social Care NHS Foundation Trust, your values are as important as the skills and competencies you bring with you and will learn here.

VALUES – assessed at interview	TECHNICAL SKILLS	Assessed at interview/ application
<p>Behaviours and values</p> <ul style="list-style-type: none"> Working together for service users <p>Service users come first in everything we do. We fully involve service users, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of service users and communities before organisational boundaries, through working in partnership. We speak up when things go wrong.</p> <ul style="list-style-type: none"> Respect and kindness <p>We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We can be trusted to be honest and open about our point of view and what we can and cannot do.</p>	<p>Knowledge and skills</p> <p>Essential</p> <ul style="list-style-type: none"> Non-judgemental respectful attitude to patients. To work within the policies and guidelines as laid out by Sheffield Health and Social Care Trust. Ability to use own initiative Ensure working within risk assessments and adopting safe practices at all times. To work at other sites if required to meet service need. <p>Desirable:</p> <ul style="list-style-type: none"> A good standard of written and verbal communication. Ability to undertake training and apply learning. 	<p>A/I</p> <p>A/I</p> <p>A/I</p>

<ul style="list-style-type: none"> Everyone counts <p>We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste opportunities for others.</p> <ul style="list-style-type: none"> Commitment to quality <p>We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience – right every time. We encourage and welcome feedback from patients, families, carers, staff and the public. We use this to improve the care we provide and build on our successes.</p> <ul style="list-style-type: none"> Improving lives <p>We strive to improve health and wellbeing and people's experiences of the NHS. We cherish excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation. We recognise that all have a part to play in making ourselves, patients and our communities healthier.</p>	<ul style="list-style-type: none"> To attend training sessions as agreed with the line manager, to include mandatory training and training identified through PDR process. 	
	Training and qualifications Essential <ul style="list-style-type: none"> Work practices Food Hygiene Certificate Evidence of having undertaken relevant job training. Desirable: Health and Safety certificate	A A/I
	Experience Essential: <ul style="list-style-type: none"> In conjunction with the people supported, to plan, prepare and cook appropriate menus to ensure a varied and nutritional diet and to organise, plan and purchase online provisions and to ensure food is correctly stored and prepared. Maintain high standards of cleanliness within the ward, undertaking domestic duties as required. Ensure all records and reports are completed as appropriate. Desirable: Experience of working with adults with complex mental health problems .	A/I A/I
	Other	

	Essential: <ul style="list-style-type: none"> • To be able to conduct themselves with integrity. • Be punctual and have the willingness and ability to work flexibly i.e. weekends and Bank Holidays • To attend local staff and housekeeper meetings. 	A/I A/I A/I
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Value	Behaviours to test at Interview
<ul style="list-style-type: none"> • Working together for service users Service users come first in everything we do. We fully involve service users, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of service users and communities before organisational boundaries, through working in partnership. We speak up when things go wrong. • Respect and kindness We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We can be trusted to be honest and open about our point of view and what we can and cannot do. • Everyone counts 	<ul style="list-style-type: none"> • I do what I say I am going to do • I work to build trust • I work flexibly with others, inside and outside SHSC, to identify and achieve the best outcomes • I value and acknowledge the contributions made by others • I share my knowledge and skills and offer practical support to others • I speak up if something is not right • I treat others as I would like to be treated myself, with dignity and consideration, and challenge others when they do not. • I am polite, courteous and non-judgemental • I am aware that how I behave can affect others • I appreciate and recognise other qualities and contributions • I work to build relationships based on high trust

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