



Job Description HR13b (Employee)

POST DETAILS

Job Title: Hotel Services Assistant Generic	Band: 2
Main Location: Cavendish Hospital Will be expected as part of the generic worker role to cover the following sites when needed New Mills Clinic ,Chapel Health Centre, Buxton Hospital ,Buxton Health Centre , Newholme Hospital & Whitworth Hospital	Salary: As Advertised
Reports to: Hotel Services Supervisor	Accountable to: Locality Lead for Hotel Services
Working Pattern: 30 hours per week,	Job Type: IFM Hotel Service Assistant
Date: Jan 22	

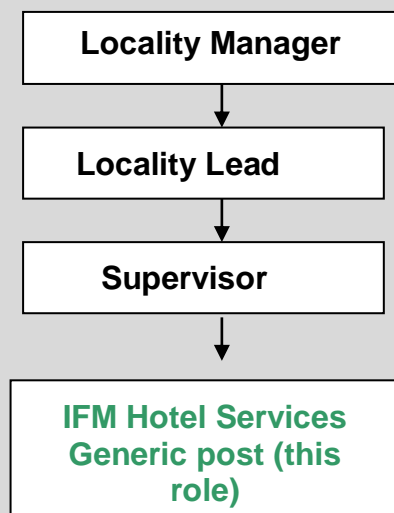
KEY PURPOSE/SUMMARY

To provide a high-quality domestic service to hospital, health centre and clinic settings. Working either individually or as part of a team in ensuring a clean and safe environment is maintained for patients, staff and visitors following agreed work schedules, methods, and procedures in accordance with the National Standard of Cleanliness. The post holder will be required to have a flexible approach and be prepared to work on other sites should service demands dictate

To play an integral part in delivering outstanding patient care at Derbyshire Community Health Services NHS Foundation Trust (DCHS)



ORGANISATIONAL CHART/STRUCTURE



KEY DUTIES TASKS AND RESPONSIBILITIES

To provide cleaning duties and achieve cleaning standards in line with Government and local guidelines in order to maintain a pleasant environment and reduce the risk of infection

- Provide an efficient, high quality domestic service within clinical and non-clinical areas including: cleaning of sanitary ware, treatment rooms, waiting areas, office areas, kitchen areas, mirrors, internal glass, high and low dusting, washing of tiled services and paintwork etc
 - Cleaning of crockery, cutlery, utensils etc either manually or through ward based dishwashers (as per work schedule)
 - Follow specific schedule of work relating to defined areas – though post holders are required to have a flexible approach to a daily routine and have the ability to organise and prioritise their own day to day work
 - Escalate issues appropriately and via correct escalation process
 - Ensure all incidents are raised and recorded accurately and within required timeframes and via appropriate system. i.e. Datix
 - Curtain changing (as per work schedule)
 - Economic and safe use of cleaning agents following manufacturers recommended instructions
 - Care and safe use of mechanical equipment e.g. floor scrubbers etc
 - Replenishing disposable items, e.g. hand towels, toilet rolls, soap etc and ensure correct storage of all cleaning agents and equipment
 - Disposal of waste in accordance with the Trust Waste Policy
 - Accurate completion of all required documentation to support specific service processes e.g.



- Barrier or Terminal cleans
- Accurate completion of own timesheet
- Respond to supervisory instruction regarding required rectifications following service associated audits
- Comply with infection control guidelines and policy including colour coding system
- Inform Supervisor of requirements for work materials as required
- Understanding and awareness of site security whilst undertaking own duties e.g. Closing of windows and doors securely
- Wear protective clothing as supplied by the department
- Maintaining equipment and materials in a clean and tidy condition and report and faulty equipment in a timely manner
- Ensure a smart and professional manner at all times
- Comply with Health and Safety regulations
- Attend all required Trust and service specific training
- Demonstrate and explain working practises to new starters

Strategy and Service Development

- Works in accordance with required standards and guidelines e.g. National Standards of Cleanliness, Infection Control guidelines and policy etc

Financial Resources/Management

- Effective use of Trust and service resources whilst undertaking duties

Information Resources/Information Systems

Autonomy/Scope within Role

- Will work largely unsupervised on a daily basis to specific work schedules, standard operating procedures and within defined Trust policies and procedures but will know when to seek supervision and further assistance if necessary
- Respond to word/department activity on required delivery of work schedule – therefore degree of planning or prioritising own workload may be required on occasion



KEY RELATIONSHIPS

The post holder will demonstrate professional, well established and effective communication skills, both within and external to the organisation.

Key Working Relationships Internal:

- Integrated Facilities Management (IFM) managers and colleagues
- Ward/departmental staff
- Estates department
- Quality Team

Key Working Relationships External:

- Patients
- Visitors
- Contractors
- CQC

KEY VALUES: WORKING THE DCHS WAY

Our Vision

“To be the best provider of local health care and be a great place to work”

Our Values

- To get the basics right
- To act with compassion and respect
- To make a difference
- To value and develop teamwork
- To value everyone's contribution: “everyone matters”



HEALTH & SAFETY

In addition to the responsibilities of the Trust under Health and Safety legislation you are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties.

You must adhere strictly to the policies and procedures on health and safety, and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system.

You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action

EFFORT REQUIRED WITHIN THE ROLE AND WORKING ENVIRONMENT

The post holder will be expected to perform a degree of effort within the context of the role capturing elements of physical, mental and emotional demands.

Physical

- On feet for the whole of the shift
- Frequent lifting & moving of equipment & furniture etc. Reaching & bending
- Operating equipment e.g. Scrubbing machines carpet extractors
- Frequent physical effort/ up & down stairs
- Working in confined areas

Emotional

- May occasionally witnessing distressing situations
- Could be first point of contact for anxious or upset patients/visitors

Mental

- Responding to unforeseen circumstances that make additional demands on time and adjusting workload accordingly
- Concentration required when using equipment and materials to ensure safe practice
- Constant awareness that clients, visitors and staff are in the vicinity of the work area thus



maintaining safe working practices at all times

- Communicating sensitively with emotional patients/relatives making enquiries
- Meeting targets for schedule of work within area
- Demonstrating flexible approach to work

Working Environment

- Trying to clean around obstacles making cleaning more difficult
- Difficulty gaining access to areas with equipment and materials
- Experiencing variable weather conditions when moving from inside to outside to access areas of work
- Potential risk of accidental spillage of clinical waste e.g. bodily fluids, sharps, exposure to unpleasant smells
- Occasional exposure to aggressive behaviour of clients

JOB DESCRIPTION AGREEMENT:

Job Holder's Name and Signature:

Date:

Line Manager's Name and Signature:

Date:

PERSON SPECIFICATION

Is the criteria essential or desirable and how will it be assessed

Criteria

Education, Qualifications and Training

Essential / Desirable

Assessment

Basic numeracy and literacy skills
or willing to work towards
Basic Health & Safety Certificate
Health and Safety Certificate
NVQ in Cleaning

Essential
Desirable
Desirable
Desirable

A/C
A/I
A/C
A/C

Experience and Knowledge Required

Previous cleaning experience
Ability to prioritise and organise

Essential
Essential

A/I
A/I



workload as required within own
area of service
Attend and complete all required
on the job training

Essential

A/I

Skills and Attributes

Ability to work on own or as part of
a team
Good communication skills
Flexible approach to work

Essential
Essential
Essential

A/I
A/I
A/I

Aptitude and Personal Qualities

Pleasant friendly manner

Essential

A/I

E = Essential D = Desirable A = Application I = Interview T = Test C = Certificate R = Reference