

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Service Assistant
Band:	2
Directorate:	Mental Health and Learning Disabilities
Department:	Rowan Ward
Base:	Yeovil
Responsible for:	N/A
Responsible to:	Ward Manager
JD updated:	03/08/2023

Department Core Purpose

Job Purpose:

Rowan ward is a busy 16 bedded mental health acute ward in Yeovil. We support patients with a wide range of mental health needs. As a service assistant on the ward, you would play a key role in making sure the ward is clean and tidy. You would also be undertaking food and beverage preparation for our patients and supporting Rowan ward team to provide a pleasant and friendly ward environment which supports recovery.



Duties and Responsibilities

Communication and Key Working Relationships
Patients Rowan ward staff Visitors Delivery staff
Planning and Organisation
Following cleaning schedule to ensure all areas are cleaned and to a high standard. Ensure the safe storage and use of cleaning products. Maintain cleaning equipment to a high standard and make sure health and safety procedures are followed. Undertake the provision of meals, with some meal preparation. Serving meals to patients. Handling and safe storage of all waste. This will include the handling of bagged clinical waste in addition to recyclables and general waste. Attend Ward meetings and play a full part in the work of the ward team
Analytics
Take part in monthly cleaning audits.
Information Resources & Administrative Duties
Ordering cleaning supplies Ordering food supplies



Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.



Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

Review of Job Description

This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken within this new role. Work will vary in detail in the light of changing demands and priorities, and therefore the duties identified will be subject to periodic change/review, in consultation with the post holder. All employees have a responsibility to abide by all Trust Policies.



Person Specification

Requirement	Essential / Desirable	How Assessed
<u>QUALIFICATIONS & TRAINING</u> Any Qualifications will need to be evidenced. <ul style="list-style-type: none"> NVQ Level 2 in Housekeeping and a valid Food Hygiene Certificate, or willingness to work towards Basic computer skills 	D D	Application form & Interview
<u>KNOWLEDGE</u> <ul style="list-style-type: none"> Food preparation (the bulk of food preparation is cook / freeze preparation, which does not require advanced cooking skills) Health and Safety awareness. Awareness of mental health issues. 	D E D	Application form & Interview
<u>EXPERIENCE</u> <ul style="list-style-type: none"> Working in a hospital setting. 	D	Application form & Interview
<u>SKILLS & ABILITIES</u> <ul style="list-style-type: none"> Time management. Communication Skills. Organisational Skills. Flexibility Ability to use cleaning and cooking equipment confidence 	E E E E E E	Application form & Interview
<u>COMMUNICATION SKILLS</u> <ul style="list-style-type: none"> Able to demonstrate a good standard of English language 	E	Application form & Interview
<u>PLANNING & ORGANISING SKILLS</u> <ul style="list-style-type: none"> Ability to use own initiative 	E	Application form & Interview
<u>PHYSICAL SKILLS</u> <ul style="list-style-type: none"> Ability to complete cleaning tasks in a busy hospital setting. 	E	Application form & Interview
<u>OTHER</u> <ul style="list-style-type: none"> Willingness to use technology to improve standards of care and support to our patients 	E	Application form & Interview
SUPPORTING BEHAVIOURS To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values. <ul style="list-style-type: none"> Kindness Respect Teamwork 		



SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions		N	
Working in physically cramped conditions		N	
Lifting weights, equipment or patients with mechanical aids		N	
Lifting or weights / equipment without mechanical aids		N	
Moving patients without mechanical aids		N	
Making repetitive movements		N	
Climbing or crawling		N	
Manipulating objects		N	
Manual digging		N	
Running		N	
Standing / sitting with limited scope for movements for long periods of time		N	
Kneeling, crouching, twisting, bending or stretching	Y		Cleaning hospital requires some stretching and bending
Standing / walking for substantial periods of time	Y		Cleaning and cooking require some length of time on your feet.
Heavy duty cleaning		N	
Pushing / pulling trolleys or similar	Y		Pushing cleaning trolley and food trolley
Working at heights		N	
Restraint ie: jobs requiring training / certification in physical interventions		N	
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another (give examples)		N	
Carry out formal student / trainee assessments		N	
Carry out clinical / social care interventions		N	
Analyse statistics		N	
Operate equipment / machinery	Y		Floor polisher and food trolley.



Give evidence in a court / tribunal / formal hearings		N	
Attend meetings (describe role)		N	
Carry out screening tests / microscope work		N	
Prepare detailed reports		N	
Check documents		N	
Drive a vehicle		N	
Carry out calculations		N	
Carry out clinical diagnosis		N	
Carry out non-clinical fault finding		N	
Emotional Effort	Yes	No	If yes - Specify details here - including duration and frequency
Processing (eg: typing / transmitting) news of highly distressing events		N	
Giving unwelcome news to patients / clients / carers / staff		N	
Caring for the terminally ill		N	
Dealing with difficult situations / circumstances		N	
Designated to provide emotional support to front line staff		N	
Communicating life changing events		N	
Dealing with people with challenging behaviour		N	
Arriving at the scene of a serious incident		N	
Working conditions – does this post involve working in any of the following:	Yes	No	If yes - Specify details here - including duration and frequency
Inclement weather		N	
Excessive temperatures		N	
Unpleasant smells or odours		N	
Noxious fumes		N	
Excessive noise &/or vibration		N	
Use of VDU more or less continuously		N	
Unpleasant substances / non household waste		N	
Infectious Material / Foul linen		N	



Body fluids, faeces, vomit		N	
Dust / Dirt	Y		Cleaning rooms.
Humidity		N	
Contaminated equipment or work areas		N	
Driving / being driven in Normal situations		N	
Driving / being driven in Emergency situations		N	
Fleas or Lice		N	
Exposure to dangerous chemicals / substances in / not in containers		N	
Exposure to Aggressive Verbal behaviour	Y		Patients can present in an aggressive manner at times but there are nursing staff to support you on the ward.
Exposure to Aggressive Physical behaviour		N	

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			

