

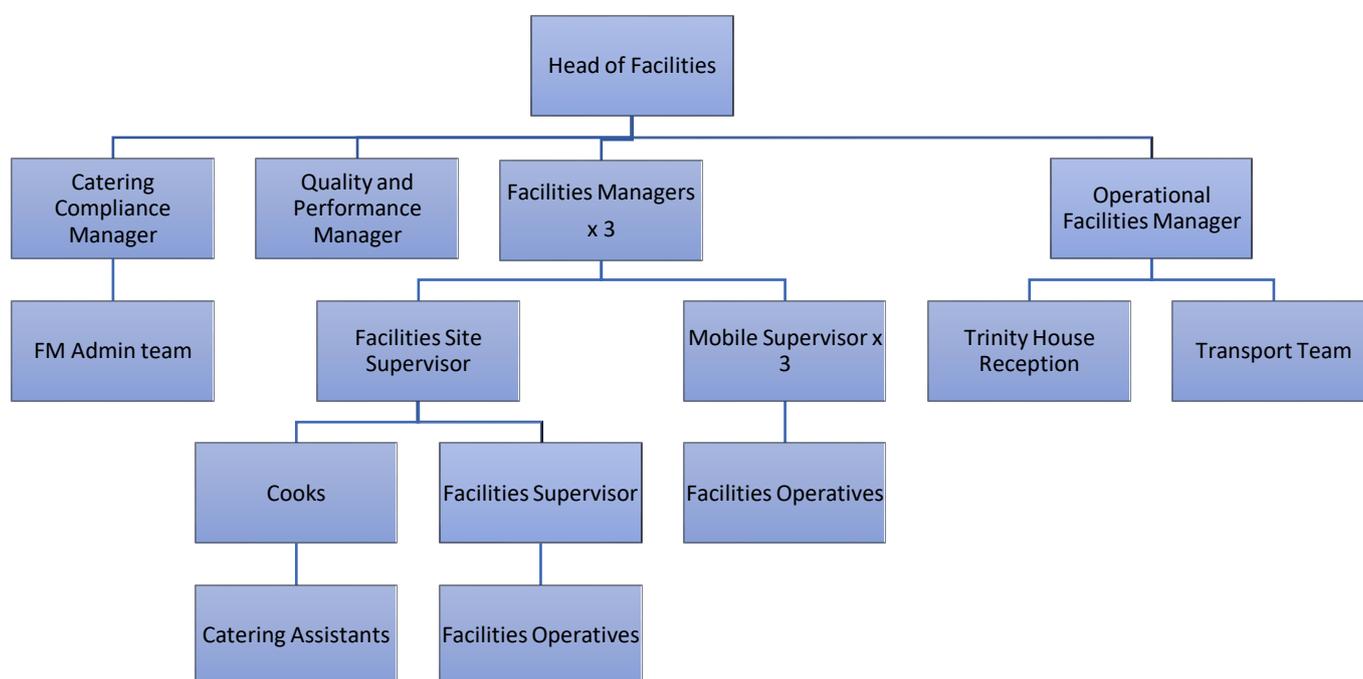
Job description

Job Title:	Facilities Operative (Cleaning)
Responsible to:	Facilities Supervisor
Hours:	Various shift patterns available
Last updated:	September 2022
Base:	Various locations
AFC Banding:	Band 2

Description of service

The Facilities team aims to deliver high quality cleaning and catering services and other patient support activities. Our Facilities Operatives work as part of a team to carry out cleaning, food service and other support activities to make sure our sites and services for patients, service users and visitors are clean.

Organisational chart



Job Summary

Our Facilities Operatives are essential to making sure that the cleanliness of our buildings and services is implemented and maintained to a high standard. Facilities Operatives are expected to be kind and responsive, professional and informative and to contribute to the quality of our services by demonstrating the behaviours detailed in the Trust 'CARE Values into action Framework'. A copy of the framework can be found at the end of this document.

Responsibilities

- Ensure your allocated areas are clean at all times in accordance with our departmental cleaning schedule and the National Cleaning Standards, including any specialist cleaning as required by Infection Control
- Ensure infection control standards are adhered to and correctly recorded
- Make sure that use of equipment complies with health and safety regulations
- Follow correct waste segregation and disposal procedures as per Trust policy
- Assist with health, safety, hygiene and monitoring checks or audits
- Basic food preparation adhering to food hygiene legislation and hospital policy
- Provide patients with fresh water at their bedside and serve hot/cold beverages and snacks as guided
- Ensure vending machines are full in line with NHS and Food standards
- Distribute and collect linen and other associated laundry duties where required
- Waste disposal, transport equipment, medical records, specimens and linens
- Stand in for colleagues as required and provide support to the FM team

Supporting yourself, others and the service

At KCHFT we believe that engaged staff are productive staff. Facilitator Operatives play a role in being engaged and engaging fellow Facilitator Operatives and health professional peers by:

- Participating constructively in their own supervision and annual appraisal process
- Demonstrate commitment through a continuation of learning
- Seeking out information and taking the time to understand the 'bigger picture'
- Challenging yourself and others, reflecting on your practice and interaction with others
- Being involved in the development of service improvement, sharing of ideas

Person Specification

	ESSENTIAL	DESIRABLE
KNOWLEDGE	Understanding of written and verbal English language Basic numeracy skills Basic awareness of IT skills	
EXPERIENCE		Previous experience welcome but not essential as full training is provided
PERSONAL ATTRIBUTES	Willingness to learn cleaning and catering techniques Positive attitude Kind and compassionate Able to work as part of a team Willingness to travel to diverse sites to provide cover	

Appendix A – Corporate Accountabilities for all colleagues

Standards of Business conduct

The post-holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers.

All Trust staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Trust is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

It should also be stated here if the post holder is expected to adhere to any professional guidelines or codes of conduct, for example the Nursing and Midwifery Council Code of Professional conduct.

Risk Management

The post-holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.

Governance Standards

Comply with the relevant governance standards applicable to the Trust as communicated to the post-holder from time to time.

Confidentiality

The Trust's employees are required to ensure that all person identifiable and business sensitive information is safeguarded to maintain confidentiality and ensure it is kept securely in accordance with current data protection legislation, Trust policy and best practice. All employees will be required to sign the Trust's Confidentiality Code of Conduct.

Child and Adult Safeguarding

All staff must be familiar with and adhere to the Trust's internal safeguarding procedures and guidelines, in conjunction with their Local Safeguarding Adult and Safeguarding Children Boards' procedures. All staff are required to attend safeguarding awareness training and additional training relevant to their position and role.

Records Management

To maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration.

Freedom of Information

To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures.

Security

To comply with Trust policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.

Infection Control

The post holder will ensure compliance with the Trust's Infection Prevention and Control policies and procedures and the Health and Social Care Act 2012, ensuring that the risk of healthcare associated infection to service users and staff is minimised.

Whistleblowing

The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Whistleblowing Policy for alternative options.

Environmental Impact

The post-holder will ensure compliance with the Trust's environmental management policies and procedures. These describe the Trust's commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards.

Performance review

This Job Description will be used as a basis for individual performance review between the post holder and the manager.

The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each year, and may develop to meet the changing needs of the service. The post holder will need to take due account, in the way they achieve the key result areas, of Trust policies and procedures.

Equality and Diversity

The Trust aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with the Trust's Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

Trust '**CARE** Values into action Framework'. A copy of the framework can be found at the end of this document.

Appendix B – Trust ‘CARE Values into action Framework’

Value	Description
Compassionate	This is about putting our patients and service users at the heart of everything we do so that the way we deliver our services empowers them, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the Trust.
Aspirational	This is about empowering and being aspirational for ourselves and our patients and service users. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.
Responsive	This is about listening and acting and is characterised by effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with patients and service users and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered.
Excellent	This is about striving to deliver the best care we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.