

Surgery and Oncology Division

Oncology & Haematology Directorate

Job Description

Title:	Senior Housekeeper
Band:	3
Department:	Cancer & Haematology Day Treatment Unit (DTU)
Responsible to:	Nurse Managers DTU
Working hours:	Full time – 37.5 hours per week (5 days x 8 hours, with 30 minute break)

OVERALL AIMS

To work as an integral part of the DTU team ensuring a high-quality service to patients and to provide a service that ensures that the patients' needs are satisfied and DTU requirements are met.

To assist the DTU Nurse Managers and Deputies to ensure the appropriate and effective delivery of facilities services to properly maintain the patient environment and services to patients.

To work effectively as part of the DTU Nursing Team and ensure that all non-clinical aspects of the patient's comfort are attended to.

Maintain a safe, well stocked, clean, and comfortable environment for patients, staff and visitors.

To supervise an effective waste segregation and disposal service ensuring compliance with all relevant procedures and legislation, (particularly in relation to chemotherapy).

KEY RESPONSIBILITIES

Clinical

To establish a pleasant and welcoming atmosphere and environment for patients, visitors and staff alike, including up to date posters, information and leaflets.

Show an understanding of the sensitive nature of Oncology and haematological problems.

To work effectively with the cleaning and catering staff as well as their supervisors to ensure that standards and policies are met.

To liaise with the nursing team, regard the patient's day (e.g. Floor Co-ordinator), at least 2-3 times per day:

- to ensure patients have access to beverages/water throughout the day,
- to identify patients who will need assistance with the provision of beverages, snacks +/- assistance with opening packages/lids and that these are within reach of the patient,
- provide evening drinks/snack round to DTU patients and those in Out-patient's waiting room,
- for patients attending for '*All Day Treatment*' and in conjunction with the Catering department, ensure these patients are offered a hot meal in the evening, which is served in a presentable and timely manner and that appropriate cutlery and condiments are supplied,
- periodically during the day, remove empty cups/packages from patient areas.

To maintain patient privacy, dignity, and confidentiality at all times.

Report all occurrences promptly which require the attention of a trained nurse.

Undertake action required in emergencies as directed by a trained nurse (eg bring screens).

Support the patient, their family/friends and with a distressed or highly anxious patient, liaise with the Nurses.

Promote anti-discriminatory practice, ensure patient confidentiality, privacy and dignity at all times.

General Duties

To ensure that a patient's chair, pillow, and tables are cleaned after each use, that recliner chairs are working (& with sufficient space between back of chair and the wall, to allow it to recline).

To ensure that all alcohol gel dispensers, paper towels and soap for hand hygiene are replenished, thus contributing to the prevention of cross-infection from one patient to another.

To clean medical equipment as required in conjunction with nursing staff. Ensure that all patient equipment (e.g., drip stands, infusion pumps and trollies) are kept clean and in a usable condition.

Ensure all equipment is present (maintain an equipment log) and in a usable condition. Remove any faulty equipment from service, decontaminate as per Trust policy, report to necessary department or dispose of as per Trust policies. Ensure DTU Managers are aware of faulty equipment and appropriate action is in place to work without it /ensure it is replaced. Maintain records of reported defects and remedial action taken.

To monitor the general DTU environment, co-ordinate necessary repairs and maintain records of reported defects and remedial action taken. Following agreed training, change spent light bulbs in angle poised over bed lamps.

To take responsibility for the hygiene standards within the DTU kitchen, and that cupboards, fridges and microwaves are cleaned weekly. To monitor fridge temperatures weekly and take

corrective action where necessary. Ensure food in DTU fridge is labelled, dated and disposed of if not correctly labelled/out of date.

Following training, to take responsibility for the DTU drug room, to:

- ensure drug stocks are stored correctly,
- clean fridges monthly & document,
- clean cupboards or shelves 3 monthly or as required,
- supervise daily access by housekeeping staff for cleaning purposes,
- monitor fridge and room temperatures, taking corrective action where necessary,
- ensure digilok code on both doors is changed 3 monthly and relevant staff informed.

Waste Disposal, will ensure:

- all types of waste are segregated and disposed of into the correct waste streams (particularly chemotherapy waste), implement Trust's waste minimisation and recycling initiatives, monitoring compliance and results and providing information to staff at all levels,
- all waste disposal bins are kept in good condition and are cleaned to ensure no cross infection,
- any non-compliance with the Trusts' waste policies and procedures is reported to the DTU managers,
- to ensure all waste disposal bins are kept in good condition and are cleaned to ensure no cross infection, are not rusty and have slow noiseless closing.

Provide supervision and guidance to internal and external housekeeping staff to ensure that standards and policies are met.

Ensure bins are emptied and toilets cleaned at lunch-time by Housekeeping department.

Liaise with the cleaning contractor/in-house housekeeping services/Monitoring Officers to ensure that cleaning standards in DTU meet the agreed specification and any unsatisfactory areas are rectified.

For the following establish cleaning programmes and when required, the Housekeeper will assist the Nursing Team in completing these tasks. The cleaning programme is to ensure that the:

1. following are cleaned after each patient:
 - beds/chairs, drip-stands, side-tables and scalp coolers,
 - two consulting rooms,
 - commode,
 - fans,
 - ECG trolleys
 - blood pressure monitors, thermometers, etc.
2. following are cleaned and restocked daily:
 - drug room,
 - sluice room,
 - microwave for heating pads.
 - all alcohol gel, paper towel, soap, gloves and aprons dispensers,
 - beverage trolley & water machine,
 - cupboards out on DTU treatment area, which stock equipment,
 - sharp bin trolleys

3. following are tidied weekly and cleaned monthly:
 - linen room
 - stores rooms x 2
4. planned changing of curtains in DTU every 6 months or on an ad-hoc basis as required.
5. Window Blinds are cleaned yearly. To report any damaged window blinds for repair.
6. Ensure posters are up-to-date and relevant.

Undertake agreed aspects of clerical work relating to patients, as agreed with DTU managers (eg ensure appropriate stock levels of various 'Packs' such as new patients packs are available in DTU).

Assist DTU managers in obtaining patient feedback and making changes where necessary.

Make suggestions to DTU managers regarding improvements in day to day running of the service.

Record and report appropriately untoward incidents such as complaints or clinical emergencies to the DTU Managers and/or via datix as detailed in department and Trust protocols and procedures.

Establish and maintain effective communication links with DTU staff and other service providers. To actively promote the importance of good housekeeping practices, amongst all DTU staff.

Participate in new product/equipment trials and evaluations.

Represent the Unit at facilities meetings within the wider organisation.

Contribute to the unit's staff education programme via formal presentation sessions and informal discussions: specifically in relation to waste management, stock control, product/equipment hire and resource utilisation awareness.

Respond to complaints from patients and relatives which relate to facilities and housekeeping services, supporting nursing staff and ameliorating stressful situations.

Undertake role of 'link person' for the ward/unit in an appropriate capacity as agreed by DTU Managers.

Management Duties

Using the Oracle Software Package or equivalent, ensure that required stocks are ordered, deliveries are checked against invoices, are stored in a tidy accessible manner and rotated according to expiry date.

Co-operate with the Trust in maintaining suitable standards of health and safety, including adhering to all Trust policies and procedures. Always work in compliance with rules and working practices. Report all unsafe situations, incidents and accidents as appropriate.

To be fully conversant with COSHH regulations and assist with training and education of staff related to this.

To report any non-compliance with the Trusts' waste policies and procedures to the relevant department managers.

To complete Trust mandatory training through liaison with the ward manager.

To respond to complaints from patients and relatives which relate to facilities and housekeeping services, supporting nursing staff and ameliorating stressful situations.

To participate in the orientation programmes of new nursing staff to familiarise them with the remit of the Housekeeper's role and appraise them of facilities services.

Attend relevant study days/conferences to develop and enhance service provision.

Monitoring and checking disposable and non-disposable MSSE, sterile supplies and consumables against agreed stock levels.

Communication

Ensure timely communication of information related to patient care, that confidentiality is always maintained.

Answer telephones, dealing with enquiries as appropriate.

Have a good understanding of computers/software packages and be willing/able to learn new IT systems, (e.g.: to order supplies).

Development

To take responsibility for own development and have a personal development plan and annual appraisal with the DTU manager.

Attend relevant study days/conferences to develop and enhance service provision.

Patient Confidentiality

All care to be taken to always maintain patient confidentiality.

Risk Management

Risk management is the responsibility of everyone and will be achieved within a progressive honest and open environment. Staff will be provided with the necessary education, training and support to enable them to meet this responsibility.

Staff should be familiar with their role within the

- Major incident policy
- Fire policy

Responsibilities for Health and safety

The post holder is responsible for ensuring that all duties and responsibilities of this post are carried out in compliance with the Health and Safety at work Act 1974, Statutory regulations and Trust Policies and Procedures.

Infection Control

Infection control is everybody's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trust's Infection Prevention and Control policies and make every effort to maintain high standards of infection control at all times.

All staff employed by the OUH Trust have the following key responsibilities

- Staff must decontaminate their hands prior to and after direct patient contact or contact with the patient's surroundings and to wear a face mask, in accordance with COVID guidance.
- Staff have a duty to attend mandatory infection control training provided for them by the Trust.
- Staff who develop an infection (other than common colds and illness) that may be transmittable (eg COVID) have a duty to contact their manager and Occupational Health.

Safeguarding children and vulnerable adults

The Trust is committed to safeguarding children and vulnerable adults throughout the organisation. As a member of the trust there is a duty to assist in protecting patients and their families from any harm when they are vulnerable.

Information Governance

All staff must complete annual information governance training. This may be completed online. Information may be found on the Trust intranet site.

Serious Untoward Incidents

All staff must report incidents and near misses so that the Trust can reduce the risk of harm by investigating and incorporating risk reducing measures to safeguard patients, visitors, and staff, in accordance with the Trust Incident reporting Policy.

This job description should be regarded only as a guide to the duties required and is not intended to be definitive. It may be reviewed in the light of the changing circumstances following consultation with the post holder. The job description does not form part of the contract of employment.

Person Specification for Senior DTU Housekeeper – Band 3

Essential	Desirable	Tested By:
Attainments <ul style="list-style-type: none"> • Literate, articulate and numerate • Effective use of spoken English • Knowledge of COSHH and Infection Control Policies or ability to undertake training in this area • Experience of dealing with the public and customer service • Basic computer skills 	<ul style="list-style-type: none"> • Experience in the acute NHS • Previous experience managing communication and escalation issues 	<ul style="list-style-type: none"> • Application form • Interview
Occupational <ul style="list-style-type: none"> • Food hygiene/food handler training (or ability to undertake these) • Able to manage own time effectively and completing jobs • Ability to escalate and communicate effectively verbally and in writing effectively • Aware of the importance of maintaining confidentiality • Demonstrable motivation and enthusiasm for the job • Effective attention to detail • Adherence to uniform policy 	<ul style="list-style-type: none"> • Understanding of the all the roles within the clinical environment 	<ul style="list-style-type: none"> • Interview
Personal qualities <ul style="list-style-type: none"> • Compassion and kindness • Team awareness and collegiate approach to working • Demonstrates initiative and ability to prioritise • Able to motivate others, is perceptive and sensitive to others needs • Flexible and adaptable in his/her work to situations • Able to manage conflict • Awareness of potentially sensitive and distressing situations that may be encountered • Ability to manage stress with self and the team • Good health record and promptness in attendance to work 		<ul style="list-style-type: none"> • Interview

