

Job Title:	Service assistant
Band:	Band 2
Directorate:	Mental Health & Learning Disabilities
Department:	St Andrews Ward
Base:	Wells
Responsible for:	
Responsible to:	Ward Manager

### **Job Purpose:**

Cleaning standards are of major importance to the Trust and our Service Assistants are a key part of the nursing team in our Units. You would be primarily responsible for ensuring the provision of a clean, tidy, pleasant, and friendly ward environment together with undertaking food and beverage preparation for our patients.

### **KEY RELATIONSHIPS**

Other Staff  
Patients  
Visitors

### **KEY RESPONSIBILITIES**

- The cleaning of the Unit following a planned, methodical approach to ensure all areas are included. Examples of areas cleaned are toilets, bathrooms, bedrooms, lounges, offices, external patio areas and the immediate external vicinity of entrances.
- As part of the Ward Cleaning Schedule and cleaning products listing, ensure the safe storage and use of cleaning products.

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Participate in training as directed by the Ward Manager. This would include training in cleaning techniques and mandatory training such as Food Hygiene, Fire Safety, Moving & Handling together with a willingness to undertake an NVQ in Housekeeping to develop a broader knowledge and skills base on Ward.

- Attend Ward meetings and play a full part in the work of the nursing team.
- Report any untoward incidents, accidents or complaints to the Ward Manager or Nurse in Charge of the ward.
- As part of the team, ensure the ward takes its full place in the community and ensure that appropriate public image is acceptable.

At all times maintain patient and service confidentiality as appropriate.

### STRUCTURE CHART

**Senior Manager/Director**



**Ward Manager**



**Nurse in Charge**



**Post in Question**



REQUIREMENTS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and Training</b>	NVQ Level 2 in Housekeeping and a valid Food Hygiene Certificate, or willingness to work towards.	Manual Handling.  Basic computer skills.	
<b>Knowledge &amp; Experience</b>	Team working.  Food preparation ( the bulk of food preparation is cook / freeze preparation, which does not require advanced cooking skills).  Health and Safety awareness.	Stock control.  Experience of mental health difficulties.	



	Awareness of mental health issues.		
<b><i>Skills and Abilities</i></b>	<p>Time management.</p> <p>Communication Skills.</p> <p>Organisational Skills.</p> <p>Flexibility</p> <p>Ability to use cleaning and cooking equipment.</p>	<p>Experience of working unsupervised.</p>	
<b><i>Personal Qualities</i></b>	<p>Ability to use own initiative, confident and motivated.</p>		



## EXPECTATIONS OF THE POST HOLDER

### CONFIDENTIALITY

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1998 or an action for civil damages under the same Act in addition to any disciplinary action taken by the Somerset Partnership NHS Foundation Trust, which might include dismissal. Data Protection applies even after staff have left their employment with the Trust. It is the responsibility of each member of staff to be aware of and to comply with, the Staff Code of Confidentiality Policy, which highlights your responsibilities in respect of service user (patient) confidentiality. Staff who are governed by a professional Code of Conduct are expected to uphold their professional body's provisions relating to confidentiality.

### INFORMATION GOVERNANCE

All staff must keep up to date with Trust requirements and changes in this area. Your attention is drawn specifically to: *Information Technology*: correct, professional and safe use of computers and digital data storage solutions. *Data Protection*: Confidentiality of service user and staff information either verbally or in writing and including IT solutions, e.g. secure e-mails, paper records and other media. *Freedom of Information*: All NHS staff may receive a FOI request and must be aware of who to contact. Senior Managers will be responsible for ensuring information governance is complied with by staff they are responsible for. Each Head of Service or Senior Manager will report any performance issues in relation to information governance to the Director they are accountable to.

Employees are individually responsible for the quality of data, which they input to Trust systems and documents.

### FREEDOM OF INFORMATION

Staff must also be aware of the Freedom of Information Policy because they may be asked for confidential personal and/or corporate information under the Freedom of Information Act, which can only be disclosed if approved. Failure to adhere to this policy may result in dismissal.

## HEALTH AND SAFETY

All staff have a responsibility and duty of care to operate safe working practices to prevent injury to themselves and others affected by their acts or omissions whilst undertaking duties and activities for the Trust. Individuals may find themselves liable to action if they fail to report health and safety/risk issues. All staff are required to make themselves aware of and comply with the Health and Safety policy.

Smoking is prohibited on all Trust sites.

## FITNESS TO PRACTISE & TO UNDERTAKE JOB ROLE

The Trust has an obligation to ensure that employees do not start work without careful examination of their fitness to undertake the post for which they applied.

Employees should also be honest and trustworthy, acting with integrity at all times. In order to demonstrate that they are fit to practise, employees should: -

- act quickly to protect the safety of patients if you have reason to believe that you or a colleague may not be fit to undertake the duties within their job role.
- take effective action if they have concerns about the honesty of others.
- be honest and trustworthy when writing reports, completing and signing forms and using the RiO electronic patient record system.
- be honest and trustworthy in any financial dealings, especially if you are managing finances, and make sure that any funds are used for the purpose they were intended for.
- co-operate with any formal inquiry by your professional body or the Trust into your health, behaviour or performance, or that of anybody else.
- comply with the regulations of your professional body and all Trust policies and procedures.
- If the ability to perform Control and Restraint (C&R) or Prevention of Violence, Management of Aggression (PVMA) techniques is a requirement of the role the individual must declare physical fitness to undertake such a role.
- All members of staff are required to undertake the level of mandatory training and personal safety training appropriate to their role and work area, and to keep this training up to date.

## RECOVERY

All employees are required to have an understanding of the broad principles of the Recovery Approach and to incorporate them into every aspect of their work in support of the Trust's aim to provide services that support people's recovery through being holistic and promoting social inclusion, self management, personal autonomy and independence.



## **INFECTION CONTROL**

The Trust regards infection control as an essential requirement in the provision of a safe service to all its patients. All members of staff will be expected to follow the Trust policies in relation to infection control and staff have a duty to make themselves aware of the policies and how they affect them. Decontamination of hands is regarded as an integral part of the provision of the service and in particular staff in clinical areas who are in patient contact must decontaminate their hands following all examinations or treatment and before dealing with another patient. Similarly, ensuring the cleanliness of equipment is the responsibility of all staff, with staff in clinical areas expected to decontaminate equipment in line with Trust policy. Staff who are observed not complying with any infection control policy should be expected to be challenged and action may be taken in line with the Trust's Employee Relations policy.

## **EMERGENCY STAFFING**

The trust reserves the right to move staff between units within a (25 mile radius) to cover emergency staffing situations or to facilitate improved quality of care or skill mix for the benefit of its patients. The trust does not deem a short-term change of base, for example to cover a shift, as a material change in contract or terms of employment and the banding of the post will not change.

If a longer-term change is required, this arrangement will be made by mutual agreement.

## **SAFEGUARDING**

It is a requirement that all staff undertake both the mandatory Level 1 Children and Adults Safeguarding training. These are combined for all staff and form part of the Trust's induction programme. The Trust has clearly defined structures for Safeguarding Adults and Children; these are underpinned with policies, procedures and additional training where appropriate depending on individual roles. Each team has a Lead for Safeguarding who will receive additional role specific guidance and training from the Safeguarding Lead and Named Nurse. The Trust's Safeguarding intranet pages provide all staff with up to date policies, procedures and guidance that must be adhered to as well as other useful information and contact details for the Safeguarding Team.

**Date of Job Description: April 2020**



## **Duties and Responsibilities**

<b>Communication and Key Working Relationships</b>
Communication and working within the Multi Disciplinary Team
<b>Planning and Organisation</b>
Supporting colleagues within this team to reach the ultimate goals of the role.
<b>Analytics</b>
N/A
<b>Responsibility for Patient / Client Care, Treatment &amp; Therapy</b>
N/A
<b>Policy, Service, Research &amp; Development Responsibility</b>
Aware of COSH Policy and Procedure
<b>Responsibility for Finance, Equipment &amp; Other Resources</b>
N/A
<b>Responsibility for Supervision, Leadership &amp; Management</b>
N/A
<b>Information Resources &amp; Administrative Duties</b>
Computer skills for undertaking ordering and mandatory training on elearning. Monitoring and recording catering and cleaning audits.
<b>Any Other Specific Tasks Required</b>
Awareness and understanding of infection control and deep cleaning needs.





## **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 General Data Protection Act (2018), 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 under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.



## **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 General 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.

## **Smoking**

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

## **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.



## Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<b><u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u></b> <ul style="list-style-type: none"> <li>Outstanding care</li> <li>Listening and leading</li> <li>Working together</li> </ul>	E E E	<b>Interview &amp; Application form</b>
<b>COMMUNICATION SKILLS</b> <ul style="list-style-type: none"> <li>Evidence of a good standard of Literacy / English language skills</li> </ul>	E	
<b>OTHER</b> <ul style="list-style-type: none"> <li>Willingness to use technology to improve standards of care and support to our patients</li> </ul>	E	
<b>SUPPORTING BEHAVIOURS</b> <p>To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.</p> <ul style="list-style-type: none"> <li>Kindness</li> <li>Respect</li> <li>Teamwork</li> </ul>		



## SUPPLIMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions	X		
Working in physically cramped conditions		X	
Lifting weights, equipment or patients with mechanical aids	X		Potential
Lifting or weights / equipment without mechanical aids	x		Potential
Moving patients without mechanical aids	x		Potential
Making repetitive movements	x		
Climbing or crawling		x	
Manipulating objects		x	
Manual digging		x	
Running	x		Potential
Standing / sitting with limited scope for movements for long periods of time		x	
Kneeling, crouching, twisting, bending or stretching	x		
Standing / walking for substantial periods of time	x		
Heavy duty cleaning	x		
Pushing / pulling trolleys or similar	x		
Working at heights		x	
Restraint ie: jobs requiring training / certification in physical interventions	x		
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)	x		Dependent on the wards environment
Carry out formal student / trainee assessments		x	
Carry out clinical / social care interventions		x	
Analyse statistics		x	



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



Unpleasant substances / non household waste	x		
Infectious Material / Foul linen	x		
Body fluids, faeces, vomit	x		
Dust / Dirt	x		
Humidity		x	
Contaminated equipment or work areas	x		
Driving / being driven in <b>Normal</b> situations		x	
Driving / being driven in <b>Emergency</b> situations	x		Potential
Fleas or Lice		x	
Exposure to dangerous chemicals / substances in / not in containers	x		
Exposure to Aggressive Verbal behaviour	x		
Exposure to Aggressive Physical behaviour	x		

### Job Profile Agreement

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

