JOB DESCRIPTION

## JOB DETAILS:

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| --- | --- |
| Job Title: | Facilities Service Assistant Community Hospital |
| Band: | Band 2 |
| Directorate: | Integrated & Urgent Care |
| Department: | Ward/Team |
| Base: |  |
| Responsible for: |  |
| Responsible to: | Facilities Team Leader |

## Job Purpose:

**The Generic worker:**

Specific duties will be discussed at interview to meet service requirement.

You will work closely with the Facilities Housekeeper, Facilities Team Leader and other Facilities Staff, Matron, Facilities Head of Catering and where applicable some Heads of Departments.

The post holder will be directed by the Facilities Team Leader to carry out a range of duties for the needs of the service.

The cleaning of the work environment following a planned and methodical approach in order to ensure all areas are included.

Examples of areas cleaned are toilets, bathrooms, and patient’s single rooms, ward areas, patient’s day rooms, and lounges, offices, meeting rooms, external patio areas and the immediate external vicinity of entrances, outpatients departments, kitchens and sanitary areas.

The post holder will be require to resolve fault finding on equipment used or change in cleaning schedules.

Participate in training as directed by the Facilities Team Leader. This would include training in cleaning techniques and mandatory training such as Fire Safety, Moving & Handing, COSHH, and Infection Control.

Working alongside and supporting apprentices with their daily duties, using a buddy system, ensuring they fully understand all Health and Safety aspects of the role, Trust policies and procedures.

Complete actions for environmental audits as required to monitor standards of cleanliness.

**Finance Responsibility**

To ensure stock levels are maintained and ordered in line with departmental budgets and stock sheets liaising with the Facilities Housekeeper and Facilities Team Leader for support and direction.

**The post holder will:-**

Assist in maintaining a safe and hygienic environment in support of patient care by carrying out a range of duties to specific standards and process set out in the National Cleaning Standards Guidance, Standard Operational Procedures (SOP’s) and Hazard Analysis Critical Control Points (HACCP) and other Trust policies and procedures, in line with Health and Safety at work Act (HASAWA).

The post will require the Facilities in house training program to be completed within the agreed time frames stated by your Facilities Team leader

**Date of Job Description: April 2022**

## Duties and Responsibilities

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| **Communication and Key Working Relationships** |
| **KEY DUTIES FOR THIS ROLE:-**  Portering Duties – See Appendix A  Housekeeping Duties– See Appendix B  Catering Duties – See Appendix C  **KEY RELATIONSHIPS:-**   * Matron * Facilities Team Leader * Facilities Housekeeper * Facilities Head of Catering * Facilities Manager * Deputy Facilities Manager * Ward Team * Clients / Patients * Family relatives * Visitors * Professional staff   **WORKING CONDITIONS:-**   * Physical work forms part of daily practices e.g. moving, bending, and lifting carrying of small items manoeuvring of equipment, beds to carry out tasks. * The post holder will be required to perform cleaning duties within the kitchen area. This area may become hot when loading or unloading of kitchen equipment. * The post holder will be required to perform cleaning duties within the laundry area. This area may become hot when loading or unloading linen to the ward area. * The post holder will be required to place food in hot trolleys and also to manoeuvre hot trolleys. * The post holder may have contact with patients when delivering trolleys to ward areas. * May be exposed to distressing circumstance i.e. death on ward or aggressive behaviour by patients / clients families depending on area of work. * At certain periods of the day the department can get very hot and this can cause unpleasant working conditions.      * Protective clothing (PPE) must be worn when appropriate, complying with the Trust uniform policy. * A degree of physical work forms part of daily practices e.g. moving / carrying small items of equipment or stores. * Awareness of equipment within manual handling and lift guidelines, equipment will be provided to facilitate these tasks. Care must be taken to observe Trust Guidelines. * Knives are an essential item of equipment whilst working in the kitchen and must be handled carefully. * Knowledge of Control of Substances Hazardous to Health (COSHH) is required as cleaning chemicals form part of the cleaning procedure. Understand the risk relating to COSHH and exposure to hazards by mixing chemicals. * As part of the Environment Cleaning Schedule and cleaning products listing, ensure the safe storage and use of cleaning products. * The post holder will be exposed to dirty areas that include clothing fibres dust, smell, and bodily fluids. * Ensure all detergents are used in accordance to manufactures instructions and stored safely when not in use. * Compassionate - exceptional interpersonal skills with the ability to communicate effectively with patients, carers and relatives remaining sensitive and empathetic. * Listens to others’ views respecting and valuing individual patient needs. * Ability to recognise and manage challenging situations in a calm and professional manner. * Able to take instruction and direction and work effectively as part of a team. * Ability to prioritise and assess the importance of the change in task request. * Compassionate - open minded, treats colleagues, patients, carers and relatives with dignity and respect. * To be able to demonstrate an awareness and responsibility whilst recognising the impact frequent exposure to distressing circumstances have on care and compassion. * Flexible and adaptable to meet the needs of the patients. * Ability to inspire hope, support recovery and make a difference. |
| **Planning and Organisation** |
| * Attend departmental meetings as directed by your Facilities Team Leader. |
| **Analytics** |
| * Will complete any required monitoring sheets as part of the role. * Ability to follow written instructions / read notices and complete records. |
| **Responsibility for Patient / Client Care, Treatment & Therapy** |
| * Respect patient’s privacy and dignity whilst carrying out housekeeping duties. * To be aware of the confidentiality of all patients clients within our care. |
| **Policy, Service, Research & Development Responsibility** |
| * You may be required to work at other hospital sites within the Trust depending on the demand of the service under the Trust organisational change policy. |
| **Responsibility for Finance, Equipment & Other Resources** |
| * Ensure the security of stock and premises. |
| **Responsibility for Supervision, Leadership & Management** |
| * Not applicable. |
| **Information Resources & Administrative Duties** |
| * Report any untoward incidents, accidents or complaints to the Facilities Team Leader, Sister in charge on shift, Matron. |
| **Any Other Specific Tasks Required** |
| * Respond to emergencies as appropriate. * Maintain personal hygiene in line with Trust policy. * Maintain a clean and tidy appearance wearing Trust uniform and ID at all times when on duty complying with departmental dress code and personal hygiene guidance. |

## 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 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, 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 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).**

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| --- | --- | --- |
| **Requirement** | **Essential / Desirable** | **How Assessed** |
| **QUALIFICATIONS & TRAINING**  **Evidence of Qualifications required**   * Range of work procedures and practices, base level of theoretical knowledge plus experience relevant to the post * NVQ or equivalent relevant to the role * Food Hygiene Level 2 certificate City and Guilds or equivalent (for Catering duties only) * Facilities in house training program to be completed within agreed time scale | **E**  **D**  **D**  **E** |  |
| **KNOWLEDGE**   * Knowledge of allergies * Understanding of either cleaning/catering/portering practices * Knowledge of COSHH procedures * Understanding Health & Safety in the workplace including infection control and moving and handling procedures | **D**  **D**  **D**  **D** |  |
| **EXPERIENCE**   * Experience of either catering / cleaning / portering in a commercial environment | **E** |  |
| **SKILLS & ABILITIES**   * Knowledge of procedures relevant to healthcare * Good communication skills * Ability to use IT Skills. * Ability to undertake physical tasks * Ability to undertake Manual handing procedures * Ability to work flexibly to meet the needs of the service | **D**  **E**  **E**  **E**  **E**  **E** |  |
| **COMMUNICATION SKILLS**   * Evidence of a good standard of Literacy / English language skills | **E** |  |
| **PLANNING & ORGANISING SKILLS** |  |  |
| **PHYSICAL SKILLS**   * Basic driving may be required as part of the job role * Car driver or otherwise mobile with appropriate business insurance and ability to travel to other Trust sites. | **E**  **E** |  |
| **OTHER**   * Willingness to use technology to improve standards of care and support to our patients * Act in a way that supports equality and diversity. * Able to work under difficult circumstances * Reliable and enthusiastic. * Prepared to change shift when required could include weekends. | **E**  **E**  **E**  **E**  **E** |  |
| **SUPPORTING BEHAVIOURS**  To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours:   * Kindness * Respect * Teamwork | | |

## SUPPLIMENTARY INFORMATION

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| --- | --- | --- | --- |
| **Physical Effort** | **Yes** | **No** | **If yes – Specify details here - including duration and frequency** |
| Working in uncomfortable / unpleasant physical conditions |  |  | Working in hot ward areas and kitchens weekly |
| Working in physically cramped conditions |  |  |  |
| Lifting weights, equipment or patients with mechanical aids |  |  | Moving objects, equipment, moving and handling daily. |
| Lifting or weights / equipment without mechanical aids |  |  | Moving objects, equipment, moving and handling daily. |
| Moving patients without mechanical aids |  |  |  |
| Making repetitive movements |  |  |  |
| Climbing or crawling |  |  |  |
| Manipulating objects |  |  | When moving objects daily |
| Manual digging |  |  |  |
| Running |  |  |  |
| Standing / sitting with limited scope for movements for long periods of time |  |  |  |
| Kneeling, crouching, twisting, bending or stretching |  |  | When cleaning, moving items, checking stock and equipment weekly |
| Standing / walking for substantial periods of time |  |  | Daily cleaning duties, moving around the building/department |
| Heavy duty cleaning |  |  | Ad-hoc, when out breaks occur or in an emergency situation |
| Pushing / pulling trolleys or similar |  |  | Moving trolleys and machines daily |
| Working at heights |  |  | Ad-hoc, helping to change curtains |
| Restraint ie: jobs requiring training / certification in physical interventions |  |  |  |
| **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) |  |  | Frequently during the day, being asked to clean other areas, doing beverage runs and lunch service. |
| Carry out formal student / trainee assessments |  |  |  |
| Carry out clinical / social care interventions |  |  |  |
| Analyse statistics |  |  | Completing monitor forms. |
| Operate equipment / machinery |  |  | Weekly/monthly floor cleaning. Working when short staffed and buddy a new member of staff |
| Give evidence in a court / tribunal / formal hearings |  |  | Maybe if needed |
| Attend meetings (describe role) |  |  | Local departmental meetings |
| Carry out screening tests / microscope work |  |  |  |
| Prepare detailed reports |  |  |  |
| Check documents |  |  |  |
| Drive a vehicle |  |  | Maybe to attend training |
| Carry out calculations |  |  |  |
| Carry out clinical diagnosis |  |  |  |
| Carry out non-clinical fault finding |  |  | Checking equipment prior to and during working duties. |
| **Emotional Effort** | **Yes** | **No** | **If yes - Specify details here - including duration and frequency** |
| Processing (eg: typing / transmitting) news of highly distressing events |  |  |  |
| Giving unwelcome news to patients / clients / carers / staff |  |  |  |
| Caring for the terminally ill |  |  |  |
| Dealing with difficult situations / circumstances |  |  | If they come across an incident or issue |
| Designated to provide emotional support to front line staff |  |  |  |
| Communicating life changing events |  |  |  |
| Dealing with people with challenging behaviour |  |  | Daily – this could be staff, patients or visitors. |
| Arriving at the scene of a serious incident |  |  |  |
| **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 |  |  |  |
| Excessive temperatures |  |  |  |
| Unpleasant smells or odours |  |  | Daily – ward, food waste, waste in general. |
| Noxious fumes |  |  |  |
| Excessive noise &/or vibration |  |  |  |
| Use of VDU more or less continuously |  |  |  |
| Unpleasant substances / non household waste |  |  | Daily – whilst removing waste |
| Infectious Material / Foul linen |  |  | Yes if asked to move linen |
| Body fluids, faeces, vomit |  |  | Ad hoc if staff need support |
| Dust / Dirt |  |  | Ad hoc if staff need support |
| Humidity |  |  | Ad hoc if staff need support |
| Contaminated equipment or work areas |  |  | Ad hoc if staff need support |
| Driving / being driven in **Normal** situations |  |  | Attend any training on sites |
| Driving / being driven in **Emergency** situations |  |  |  |
| Fleas or Lice |  |  |  |
| Exposure to dangerous chemicals / substances in / not in containers |  |  | During usage/cleaning of areas and entering store rooms |
| Exposure to Aggressive Verbal behaviour |  |  | On occasions – staff, patients, visitors and contractors |
| Exposure to Aggressive Physical behaviour |  |  |  |

**APPENDIX A**

**PORTERING DUTIES**

* Escort patients between departments, wards and buildings.
* Transport equipment, medical records, mail, meals, specimens and linens.
* May be requested to collect patient’s prescription from the local pharmacy.
* Provide a service to patients.
* Manipulate trolleys, wheelchairs, beds, van driving.
* Record and handle gas cylinders and gauges as trained and directed by the Facilities Team Leader.
* Assist as necessary, in the delivery of a range of cleaning duties in conjunction with the Facilities Housekeeper and Ward Team.
* Problem solving within own job role, when there is a conflicting demand from nursing staff.
* Communicate with colleagues in connection with own job / communicate with colleagues, patients and staff.
* The post holder will communicate with the Facilities Team Leader and the staff to provide advice on infection control cleaning procedures when needed.
* To be aware of the confidentiality of all patients clients within our care.
* Where applicable assist, as necessary, in the delivery of patients meals in conjunction with the Facilities Head of Catering and the Ward Team.
* Face to face contact with patients may have barriers to understanding when delivering meals or beverages.
* Undertake cleaning duties in accordance with the Trusts Cleaning Standards, Standard Operational Procedures (SOP’s) and cleaning schedules throughout the hospital premises, this may include wards, outpatients’ departments, offices, kitchens and sanitary areas.
* Understand the risk relating to COSHH and exposure to hazards by mixing chemicals.
* As part of the Environment Cleaning Schedule and cleaning products listing, ensure the safe storage and use of cleaning products.
* The handling and safe storage of all waste this will include the handling of bagged clinical waste in addition to recyclables and general waste.
* Undertake Legionella flushing and record details three times per week as per Trust Policy.
* Change all types of curtains when appropriate complying with the Trusts Cleaning Standards and the Standard Operational Procedures (SOP’s). Ensure correct bagging and labelling procedures are followed.
* Receive, check, sort and distribute clean linen to wards and departments each day.Dealing with any complaints around linen shortages by ward teams and action as required.
* Launder dirty microfiber cloths and mops in accordance with Trust laundry guidelines.
* Order stock and control linen levels so that adequate supplies are always maintained contacting the Laundry Company when necessary if not.
* Ensure the laundry equipment is used safely and kept in a clean condition, reporting any defects to the Facilities Team Leader or Facilities Housekeeper.
* Will complete monitoring sheets, as part of the role following the Operational Cleaning Manual for direction.
* Maintain all relevant records weekly as directed by the Facilities Team Leader.
* Report any maintenance or equipment that require repair or out of date equipment requiring PAT testing (Portable Appliance Testing) issues to the Facilities Housekeeper or Facilities Team Leader as appropriate.
* Report any untoward incidents, accidents or complaints to the Facilities Team Leader, Sister in charge on shift, Matron

**APPENDIX B**

**HOUSEKEEPING DUTIES**

* Communicate with colleagues in connection with own job / communicate with colleagues, patients and staff.
* The post holder will communicate with the Facilities Team Leader and the Infection Control staff to provide advice on infection control cleaning procedures when needed.
* Replenish cleaning materials and equipment at the end of each shift.
* Ensure toilets are checked / monitored three times per day recording the time and date in line with the Trust Operational Procedures (SOP’s).
* Undertaking Legionella flushing regimes on identified water outlets within the building and keeping accurate records of this.
* Will complete monitoring sheets, as part of the role following the direction of the Facilities Housekeeper.
* Change all types of curtains when appropriate complying with Trusts Cleaning Standards and the Standard Operational Procedures (SOP’s). Ensure correct bagging and labelling procedures is followed.
* Handle soiled linen and waste bags as required taking to the sluice, disposal hold or waste compound as directed.
* Assist, as necessary, in the delivery of hot / cold snacks and beverages, as requested, offering 24 hours Ward Pantry service in line with the Better Hospital Food Programme.
* Assist the Facilities Housekeeper in the delivery of fresh water 3 times a day to patients.
* Assist with cleaning / washing of all equipment / utensils used in preparation, serving and consuming of food and beverages, as necessary.
* Assist, as necessary, with the cleanliness of the Ward Pantry including stock levels and rotation of stock also ensuring all monitoring forms are fully completed.
* Assist the Facilities Housekeeper, as necessary, with the labelling and storage of refrigerated food, ensuring temperature of the refrigerator is recorded twice each day, in line with Trust Policy.
* Undertake cleaning duties in accordance with the Trusts Cleaning Standards, the Standard Operational Procedures (SOP’s) and cleaning schedules throughout the hospital premises, this may include wards, outpatients’ departments, offices, kitchens and sanitary areas.
* Ensure that all equipment is stored in a safe manner and kept in a clean condition and report any defects or failures, to the Facilities Housekeeper or Facilities Team Leader.
* Report any maintenance or equipment that require repair or out of date equipment requiring PAT testing (Portable Appliance Testing) issues to the Facilities Housekeeper or Facilities Team Leader as appropriate.
* Cleaning schedules throughout the hospital premises, this may include wards, outpatients’ departments, offices, kitchens and sanitary areas.
* To be aware of the confidentiality of all patients clients within our care.
* Report any untoward incidents, accidents or complaints to the Facilities Team Leader, Sister in charge on shift, Matron

**APPENDIX C**

**CATERING DUTIES**

* The post holder will work in the catering department to help prepare meals ready for patient meal times. Cooking of items is to a minimum as main meals, hot and cold desserts are pre prepared. In line with the Food Safety Act (Legislation) will require a certified qualification.
* To be aware of food allergens, at all times, when re-generating of food and when dealing with the patient / clients / staff.
* To maintain the principles of safe food preparation and storage at all times.
* Regenerate pre-prepared foods ensuring all foods for patients and staff meet the required standard using the cook / freeze method.
* Prepare salads, sandwiches and other basic food items.
* Exercise good portion control using specified standards.
* Follow instruction, guidance and work schedules given by the Facilities Team Leader or Facilities Head of Catering.
* Ensure all working areas are kept tidy, clean and in a hygienic condition, by undertaking daily cleaning duties using specified cleaning schedules.
* Assist with the ordering of provisions as and when requested.
* Receive, check and record weekly deliveries for quantity, quality and temperature where applicable.
* Ensure deliveries are checked in and stored ensuring stock rotational methods are followed at all times.
* Ensure all equipment is used and stored in a safe manner and kept in a clean condition and report any defects or failures to the Facilities Team Leader or Facilities Head of Catering.
* Work within the provision of Food Hygiene Regulation following Trust policies / procedures.
* Maintain all relevant records in compliance with the HACCP document to ensure due diligence.
* Ensure all requests for functions / buffets etc. are prepared and delivered in a professional manner.
* Inform nursing and housekeeping staff of any menu changes or dietary information or availability.
* Complete staff surveys or food audits.
* Concentration is needed when reading heating guidelines, checking of patients / clients dietary request taking into account any restrictions e.g. diabetes, allergy or special diets and textured.
* Report any untoward incidents, accidents or complaints to the Facilities Team Leader, Sister in charge on shift, Matron.

## Department Organisational Chart

MATRON

FACILITIES HOUSEKEEPER / FACILITIES HEAD OF CATERING

FACILITIES TEAM LEADER

FACILITIES SERVICE ASSISTANT

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: | |  | |