

# JOB DESCRIPTION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

<b>JOB TITLE</b>	FM Assistant
<b>BAND</b>	Band 2
<b>RESPONSIBLE TO</b>	Estate's & facilities Officer
<b>ACCOUNTABLE TO</b>	FM Supervisor
<b>BASE</b>	Derwent Centre, Harlow
<b>HOURS OF WORK</b>	6 hours per week

## ROLE SUMMARY

To participate in the provision of the in-house FM services to a specified area within the Trust, which may include in-patient areas and retail outlets: The FM services comprises of the cleaning, catering, portering, bed making and laundering services, however some of these services are unit specific. Therefore sections of this job description may not be relevant to all staff and will be identified where appropriate but are not exhaustive.

You must be aware of the important part you play in maintaining the environment to an excellent standard.

You must also be aware that your work will involve working alongside patients and occasionally interacting with them as you carry out your duties outlined below.

You will be working as part of the Facilities Team and are expected to have a flexible approach to your duties.

You will be working as a valued member of the Estates & Facilities Management Team.

## KEY RESPONSIBILITIES

### Domestic Service including Rapid Response (CAT)

To ensure that the ward(s) / areas you are assigned to are cleaned in accordance with the Work Schedule for those ward(s) / areas.

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This will include vacuuming floors; sweeping, scrubbing and mopping floors; high and low dusting; wiping over and polishing (where applicable) both vertical and horizontal surfaces, mirrors, chairs\*, bed frames\*, bins, sani-bins; cleaning toilets, sinks, baths and showers; cleaning cookers, regeneration ovens, fridges, holding fridges, microwaves and others items in the kitchens; defrosting fridges on a regular basis; restocking consumables such as toilet tissue, handtowels, soap; descaling taps; and bins and replacing bin liners.

(\* Providing they have not been soiled with body fluids)

To work with your supervisor and other interested parties when the work schedule for the area you are assigned to is reviewed. This is to ensure that the Work Schedule for that area is manageable and appropriate.

To ensure that you inform your supervisor if there are any problems for example, with floor coverings, surfaces etc which will have a detrimental effect on your ability to clean those areas properly.

To ensure that whilst you carry out your duties you only use the correct colour coded mops, cloths, buckets etc that have assigned to those areas and that these items are properly cleaned and stored or disposed of at the ends of your shift. You are doing this to prevent cross infection in the area you are working in.

To ensure that all the cleaning materials and disposables you use (ie floor cleaner, handtowels) are used economically. It will be your responsibility to report to your supervisor if you find the quality of the products you are using deteriorates in any way, or if substitute products are delivered to your ward. You must ensure that only chemicals provided by the Trust area used and that these are used appropriately and in the way you were trained to use them.

To use any machinery /equipment (ie vacuum cleaners, dishwashers, regeneration ovens) in such a way that you will not either endanger yourself or any other person in the area in which you are working. This will include:

- reporting any faults or broken equipment to your supervisor as soon as possible
- keeping equipment clean and/or cleaning items after you have used them
- changing vacuum cleaner bags on a regular basis
- only using equipment for the task it is intended for
- remembering to use safety signs and circuit breakers when appropriate

To be responsible for ensuring that all the equipment and cleaning materials you use are stored securely and safely in the area in which you are working. You must report to your supervisor if you find that the security of these items is threatened in any way, or if you find your storeroom unlocked when you commence your shift.

To ensure that general or domestic waste, recyclables and clinical waste are disposed of in the correct manner and to bring to your supervisor's attention any incidences where waste is not being segregated, stored or disposed of correctly.

### **Food Services**

To assist (where applicable) with the regeneration process of cook chill meals by taking and recording the temperature of the cook chill food prior to placing it into the regeneration oven and commencing the cook cycle. To prepare soup, gravy and custard for the patient meal

service. (Note – you will be responsible for the whole regeneration process, which will include ensuring temperatures are recorded at the end of the regeneration cycle and for plating food in order that it can be served to patients by clinical staff at Thurrock, Rochford and all sites in the North of the Trust.)

To ensure the oven gloves and cloths are used and laundered on a regular basis.

To be responsible (if applicable) for serving and clearing away the meals served to patients on the ward / area you are working in.

To be responsible for the cleaning of crockery and cutlery that is used for the serving of patient's meals.

### **Bed Making**

(This section is relevant to specific areas ie Maple Ward – Rochford Hospital, Rawreth Court, Clifton Lodge, Mountnessing Court and relevant Doctors Accommodation.)

To make patients beds as required by the ward manager. This will include changing of the bed linen (provided they have not been soiled with body fluids).

### **Laundry Service**

(This section is relevant to specific areas ie Mountnessing Court and Fountains Court, Landermere Centre, Henneage Ward and Kingswood Centre).

To ensure that all items of patients clothing, duvet covers, duvets and curtains requiring laundering are washed, dried and finished in the correct and most appropriate way for those items.

To ensure that any garment, once it has been washed and dried that has not reached the required standard is either re-processed or ironed so that it is returned to its owner in an acceptable condition. To ensure patients personal items are labeled.

To ensure that dirty and soiled items are kept separate from clean items to minimize the risk of cross infection.

To ensure that all items, once they have been through the complete laundering process are placed in the agreed area.

To ensure you keep the Laundry clean and tidy. This will include completing the cleaning checklist to evidence that all tasks have been completed to a satisfactory standard.

To ensure that you and your colleagues work together to keep the machinery (i.e. washing machines and tumble driers) in the laundry clean and that faulty machinery is reported to the Supervisor so that it may be dealt with as soon as possible.

### **Portering**

To carry out various routine tasks that include the delivery of pharmacy boxes and medical records (where appropriate) clean linen, bread, milk, general stores and goods received, meal trolleys and the collection of dirty linen, waste etc. Where appropriate to obtain a signature from an appropriate member of staff for these items. These duties include the watering of

plants in public areas and assisting with keeping public areas tidy over weekends and Bank Holidays.

To sort, deliver and collect mail (where applicable) as instructed.

Frank post for collection by royal mail (West Essex)

To carry out ad-hoc tasks as and when required for example transporting patients (accompanied by nursing staff – Basildon MHU only), medical gasses, specimen and bloods, furniture removal, setting up meeting rooms.

Ensure medical gas supplies are maintained and monitored for in patient wards at St Margaret's and Saffron Walden Community Hospitals.

To decant and deliver liquid nitrogen to the relevant department OPD (West Essex), reporting defects and cryogenic liquid levels for replenishment.

To safely operate the electro-hydraulic waste compactor (with appropriate training).

Attend Community site buildings using Trust vehicle for ad-hoc work including collections and deliveries

To assist with the unloading and loading of vehicles as required.

To ensure the site, including the car park is kept clear of litter and rubbish and external waste bins are emptied and kept clean.

To assist when required with vehicular access to site i.e. fire brigade in an emergency and visitors requiring assistance.

To attend fire calls as per the Trusts procedure and where required provide assistance to the fire brigade to enter the site and guide them to the designated fire panel and key box.

To undertake gritting and snow clearance around the site in times of severe weather.

To keep waste compound and storage areas and all equipment used for the service clean and tidy.

### **Other**

To participate in annual appraisals.

To attend and participate in all training courses required for this post. You will be required to undertake some mandatory training using a computer.

To take part in Team Meetings and play an active role as and when required to do so

To undertake any other duties appropriate to your grade that may be assigned from time to time.

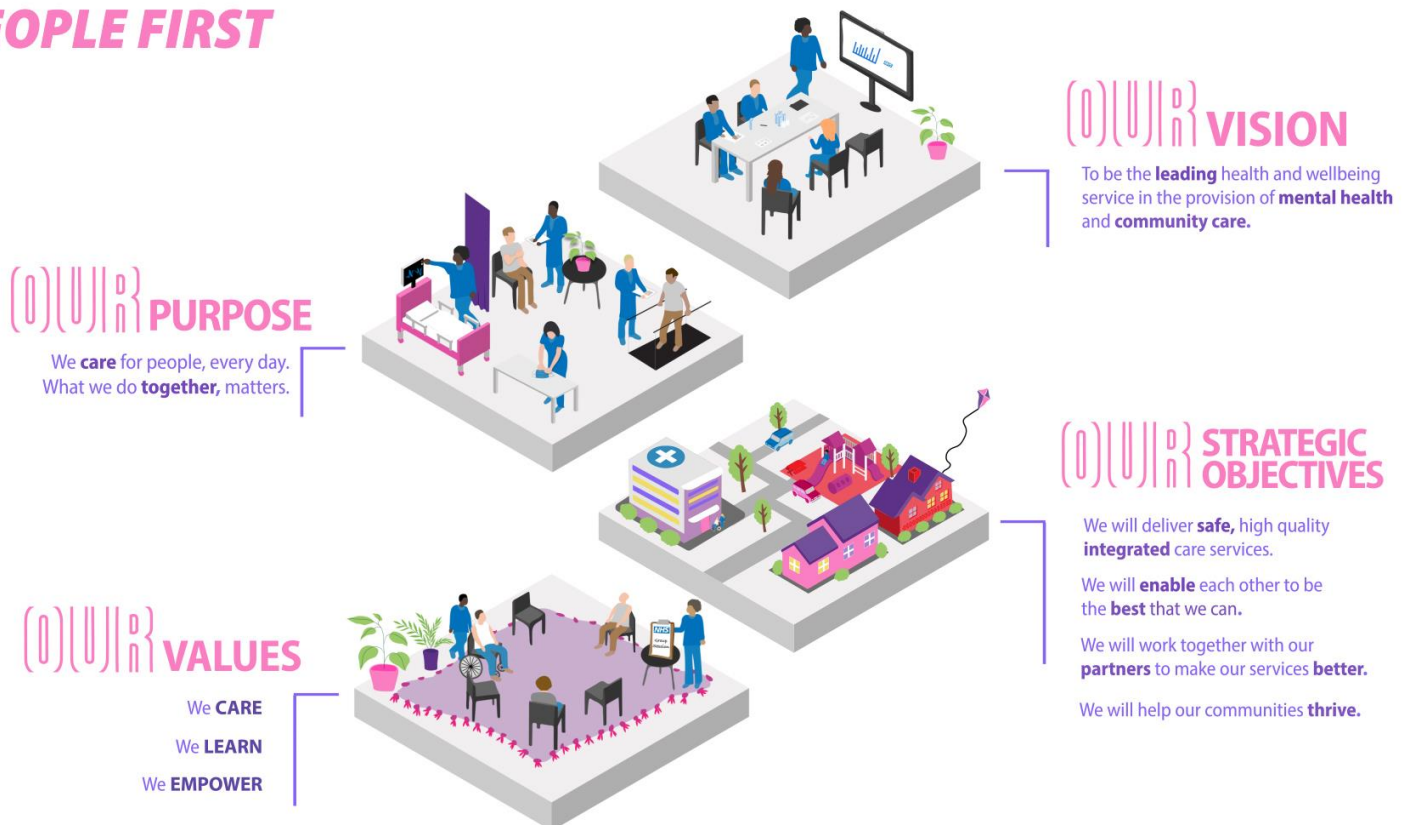
## ADDITIONAL DUTIES

In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures
- To participate in the staff appraisal process and to undertake for any staff you manage
- To keep yourself updated on all matters relating to Trust policy
- To provide management supervision where appropriate

## OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

### PEOPLE FIRST



## ASSURANCE STATEMENT

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

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## **NHS CONSTITUTION**

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

## **DUTY OF CANDOUR**

You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

## **EQUAL OPPORTUNITIES STATEMENT**

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

## **NO SMOKING POLICY**

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

## **INFECTION CONTROL**

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

## **HEALTH AND SAFETY**

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

## **GENERAL DATA PROTECTION REGULATION 2018**

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;

- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

## **INFORMATION ASSET OWNERS AND ADMINISTRATORS**

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the following responsibilities
- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

## **CONFIDENTIALITY**

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.



“Confidential Information” includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust’s Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called “Whistleblowers Act”).

## **RISK MANAGEMENT**

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

## **SAFEGUARDING DUTY**

“It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role”.

## **INFORMATION TECHNOLOGY**

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

## **CHANGES TO THIS JOB DESCRIPTION**

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the



requirements of the post change.

**Date post holder in receipt of job description .....**

**Signature of post holder .....**

**Signature of line manager .....**