

Job reference number: ANC 167

JOB DESCRIPTION

Job Title: Facilities Assistant – Catering/Domestic/Portering/Linen	
Reports to (post title):	
Evaluated Banding 2	
Role Purpose: <p>To maintain a high quality patient and customer focused service within the Facilities areas delivering a high standard of cleanliness, infection prevention, provision of safe, nutritious food in line with food hygiene legislation, to be aware of associated health and safety issues and to participate in planned mandatory and professional training</p> <p>To provide assistance within Facilities Services across Catering, Domestic Cleaning and Portering/Linen services as and when required</p> <p>Your primary base will be as per discussion at interview, however multi-site work between sites may be required.</p>	
Role Context: <p>To provide support to Facilities Services in the delivery of a continuously improving high quality service to patients, staff and visitors.</p> <p>To have an awareness of food safety and allergens and to be able to advise patients, staff and visitors in food service outlets</p> <p>The postholder will contribute to ensuring that work is completed within time limits and service standards are met.</p> <p>The postholder should work closely with other staff to ensure a safe and pleasant environment is provided for patients, staff and visitors.</p>	
Trust Values <p>All colleagues are expected to demonstrate at interview and throughout employment that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values:</p> <p style="text-align: center;">Trust Honesty Respect Compassion Teamwork</p>	
Key Accountabilities	Performance Measures
To ensure high quality and service standards are maintained in accordance with Facilities Services and Trust procedures	Performance review, monthly schedules and audits, visual checks
To follow task schedules, method statements and procedures in area of work such as catering, portering, linen and housekeeping in order to maintain services throughout the site.	Performance review, monthly schedules and audits, visual checks
Ensuring the correct and economical use of materials	Training records, visual checks

and cleaning chemicals in line with relevant policies i.e. COSHH.	
Completion of relevant paperwork within Facilities	Documentation checks, visual checks
To adhere to Trust Infection Prevention Control to follow the national colour coding system to prevent cross infection.	Training records, visual checks
To operate electrical/mechanical machinery and equipment safely after training and to bring any defects and needs for repair to the attention of the appropriate manager.	Training records, visual checks
Ensure all equipment is cleaned after use and stored securely. Ensure all cleaning products are stored securely.	Visual checks
Accepting, checking and correct storage of deliveries.	Documentation and stock checks, visual checks
Safe removal and storage of waste adhering to waste regulations and Trust policies and procedures	Documentation checks, cleanliness audits, visual checks
To always act in a dignified and responsible manner with patients, visitors and colleagues, using an appropriate language and communication skill which acknowledges cultural differences	Performance reviews
Compliance with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these	Training records, performance review, monthly performance reports.
To have an annual appraisal to identify any necessary personal development required to meet the objectives of the Team, and to further develop your own skills and role.	Training records, performance review, monthly performance reports
To report all accidents/incidents including near miss situations that have potential to cause significant injury to their line manager as soon as possible.	Training records, performance review
To maintain a safe and secure working environment following local security procedures of the site e.g. wearing alarms, responsibility of own keys.	Training records, visual checks
Maintaining professional boundaries	Training records, visual checks
To undertake mandatory training and any necessary skills and competency training as appropriate to the post as directed by your Supervisor including initial induction	Training records, performance review, monthly performance reports
Domestic Responsibilities:	Cleaning audits, visual checks, performance review, monthly performance reports

<p>To carry out cleaning tasks, both specific and generic to prescribed work schedules for designated areas in line with Trust policies and procedures.</p> <p>To clean and disinfect areas after bodily fluid spillages as per Infection Control Policy</p> <p>Routine flushing of outlets and recording of data (site specific)</p> <p>Assisting in the cleaning, hanging and removal of curtains (site specific)</p> <p>Catering Responsibilities: Assists in providing a high quality, safe and nutritious food service and an awareness of allergens in line with Food Safety Legislation</p> <p>Work within the HACCP Food Safety Management System completing of relevant paperwork within Facilities</p> <p>Ensure compliance with the Catering Quality and Auditing standards and any other policies brought to your attention.</p> <p>All equipment, utensils, working surfaces and areas to be kept clean and tidy, using correct cleaning methods, equipment and chemicals.</p> <p>Accounting and handling of cash as per procedures laid down in the Trust financial instructions and departments operational procedure document (site specific)</p> <p>Assist in the food preparation, delivery and service of patient food including hospitality requests as required by the site</p> <p>Carrying out security checks including counting cutlery (site specific)</p> <p>Portering Responsibilities: The transportation, delivery and collection of hospital personnel, equipment, furniture, stationery, provisions, pharmacy, oxygen and other items.</p> <p>The safe movement of linen to wards and departments within the same guidelines</p> <p>The safe movement, collection and storage of roll cages and tote boxes.</p>	<p>Cleaning audits, visual checks, performance review, monthly performance reports</p> <p>Documentation checks</p> <p>Cleaning audits, visual checks, performance review, monthly performance reports</p> <p>Documentation, visual checks, performance review, monthly performance reports, customer feedback</p> <p>Documentation, visual checks, performance review, monthly performance reports</p> <p>Documentation, visual checks, performance review, monthly performance reports</p> <p>Documentation, visual checks</p> <p>Customer feedback</p> <p>Documentation checks, visual checks</p> <p>Documentation checks, visual checks</p> <p>Training records, visual checks, documentation checks</p> <p>Training records, visual checks</p> <p>Documentation checks, visual checks</p> <p>Documentation checks, visual checks</p>
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<p>Assist in the sorting issue and delivery of stores and rotating of stock, keeping store areas clean and tidy and recording of issues made.</p> <p>Collection, sorting, franking, delivery and posting of all internal mail or Royal Mail generated by the Trust (site specific)</p> <p>Cleaning and simple weekly maintenance of NHS Facilities Vehicles and completion of checklists (site specific)</p> <p>Locking/unlocking of buildings (site specific)</p> <p>The movement of patients to and from the mortuary (site specific)</p> <p>Cleaning of external areas in extreme circumstances</p> <p>This job description is a summary of the key tasks and the post holder may be required to undertake other appropriate duties or responsibilities required by the line manager and commensurate with the post</p>	<p>Cleanliness audits, visual checks</p> <p>Customer feedback</p> <p>Documentation checks, visual checks</p> <p>Visual checks</p> <p>Documentation checks</p> <p>Visual checks</p>
Dimensions	
<p>Number of staff supervised: Not applicable. Other dimensions: adhere to time schedules.</p>	
Safeguarding	
<p>All employees are responsible for taking all reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice and support</p>	
Disclosure and Barring Services	
<p>Where this post relates to the types of work, activity, employment or profession as set out in The Exceptions Order made under the Rehabilitation of Offender Act 1974; the post will be subject to a DBS Disclosure check at the point of recruitment and thereafter, as the Trust determines appropriate. The level of the check will be determined by the type of activities undertaken and the level of contact the post holder will have with children and/or adults in receipt of health services</p>	
Infection Control	
<p>All employees of Nottinghamshire Healthcare NHS Foundation Trust have an individual responsibility to have knowledge of and employ the basic principles of infection prevention and control practice. All employees must comply with Infection Prevention and control mandatory training requirements specific to their role</p>	

Equality & Diversity
All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation
Sustainability
It is the responsibility of all staff to minimise the Trust's environmental impact wherever possible. This will include recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.
Communication
Provide and receive routine information orally, in writing and electronically to inform work colleagues, patients and carers to support their needs.
Knowledge, Training and Experience
<p>Level 2 Food Safety Certificate or to work towards within the 12 months of employment (site specific)</p> <p>Understanding of a small number of routine work procedures developed through on the job training / experience.</p> <p>Cleaning manual and associated training</p> <p>Infection prevention awareness.</p> <p>Mortuary training (site specific)</p> <p>Oxygen cylinder training (site specific)</p> <p>Organise daily work plan</p> <p>Reliable and flexible</p> <p>Clean and tidy in appearance</p> <p>Valid driving licence – (site specific)</p> <p>Able to understand and follow routine work procedures including legal requirements</p> <p>Basic numeracy and literacy skills</p> <p>Trust mandatory training</p>
Analytical and Judgement Skills
<p>Able to report swiftly to Supervisor of potential risks to services that may jeopardise the standard of service.</p> <p>To support new Facilities staff in cleaning standards and service delivery.</p>
Planning and Organisational Skills
Assist in the ordering of materials and supplies on specified days and on an ad hoc basis to ensure supplies are available.

Report defective equipment to Supervisor to ensure continuity of service.
Physical Skills
<p>A degree of physical works forms part of daily practices e.g. moving / carrying items of equipment and stores.</p> <p>To move light furniture, equipment and supplies items to enable effective cleaning</p> <p>The post holder will be required to place food in hot trolleys and also to manoeuvre hot trolleys</p>
Responsibility for Patient/Client Care
<p>Responsible for providing a safe, clean environment.</p> <p>Carrying out actions put in place after cleanliness / food safety audits.</p> <p>To assist in the serving of the food at ward level (site specific).</p>
Responsibility for Policy/Service Development
Work as part of a Facilities Services Team, reporting any problems to the Supervisor.
Responsibility for Financial and Physical Resources
<p>Assist in maintaining stock control in work area.</p> <p>Assist in use and security of catering stock, equipment, disposables, cash and cleaning materials and equipment.</p>
Responsibility for HR
Support new starters and working colleagues.
Responsibility for Information Resources
May be requested to provide verbal feedback regarding new catering/cleaning equipment and materials on trial.
Responsibility for Research and Development
May be requested to participate in trials of new cleaning equipment and materials for the Facilities Service
Freedom to Act
<p>Regular supervision from Supervisor.</p> <p>Workload is shared with colleagues of a similar level.</p> <p>Regular instructions are given to post holder.</p>
Physical Effort

Frequent requirement for exert moderate physical effort in several short periods e.g. lifting of buckets of water and use of cleaning/Catering/Portering equipment.
Standing for long periods, handling catering equipment, movement of stock and trolleys etc.

Mental Effort

Concentration required when completing work documentation and cash handling.

Working within challenging environments.

Emotional Effort

Occasional exposure to distressing or emotional circumstances.

Occasional subjection to verbal and physical aggression.

Working Conditions

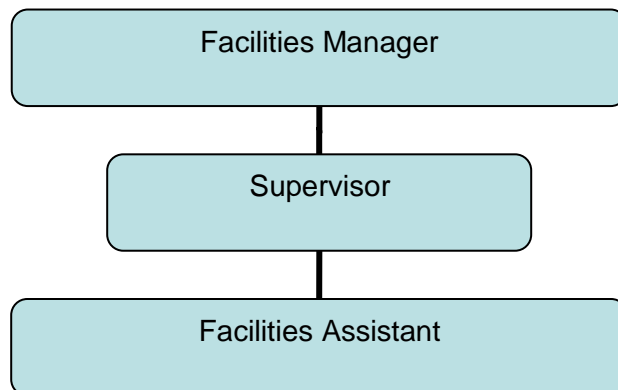
Cleaning of sanitary areas can be unpleasant.

Occasional exposure to bodily fluids and odours.

Occasional exposure to unpleasant working environment due to clients/patients.

Variation in temperatures or noise.

Organisation Chart



Our promise to you

We will ensure that you are supported and lead in line with our Trust Values: **Trust**, **Honesty**, **Respect**, **Compassion** & **Teamwork**



Nottinghamshire Healthcare NHS Foundation Trust actively works to fulfil the seven elements of the NHS People Promise.

We will adhere to the promise and support all our colleagues, assuring that we are continuously striving to listen to colleagues, adapting accordingly and striving always to be the best place to work.



Signatures

After reviewing the questionnaire please sign to confirm agreement

Post holder:

Date:

Line Manager:

Date:

Next level Manager :

Date:

EMPLOYEE SPECIFICATION FOR THE POST OF – Facilities Assistant

All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation

Attribute	Essential	Weight	Desirable	Weight	How Identified
Values and Behaviours	<ul style="list-style-type: none"> All colleagues are expected to demonstrate that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values: Trust Honesty Respect Compassion Teamwork All colleagues are expected to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion (EDI) and how it applies to their role. The Trust's expectations are highlighted within our EDI Policy, and associated EDI and Human Rights legislation 				
Dispositional attributes	A good understanding of customer service i.e. caring, kind, able to hold a conversation with others Friendly, courteous disposition Frequent requirement for standing for long periods		Performance focused with the ability to operate within agreed performance standards		AF,I
Qualifications - Academic / Craft / Professional	An understanding of cleanliness and good hygiene practices		Recognised catering, cleaning or support services qualification		AF,I
Training	Ability to undertake all mandatory training as required by the individual site Ability to undertake any necessary skills and				AF,I

	competency training required by the post				
Experience	Able to carry out instructions and duties as detailed in the job description		Experience or working within a catering, cleaning or portering environment Experience of working within healthcare environment which may include: a catering, cleaning or portering function. Experience of working within a food safety management system (HACCP)		AF,I
Attribute	Essential	Weight	Desirable	Weight	How Identified
Knowledge	Understanding of commitment to the Equality and Diversity principles Basic knowledge of Health and Safety		An ability to demonstrate an understanding and commitment to Trust values Knowledge and awareness of special diets and allergens Basic understanding of Infection Control Understanding of the responsibility relating to H&S at work and COSHH Knowledge of Manual Handling Knowledge of NHS policy & procedures Basic knowledge of Food Safety		AF,I
Skills	Good communication skills Basic numeracy and literacy skills Ability to use own initiative to manage the requirements of the job Flexible in managing own time and work duties Ability to work alone and as part of a team				AF,I

Contractual Requirements	Shift flexibility may be required from time to time, including weekend and Bank Holidays Requirement to attend mandatory and job specific training Comply to Personal Appearance Standards and Personal Protective Equipment (Staff Uniform)				AF,I
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PLEASE NOTE THAT ALL CRITERIA WILL BE SUBJECT TO REASONABLE ADJUSTMENTS WHERE THE APPLICANT HAS DECLARED A DISABILITY AS DESCRIBED IN THE EQUALITY ACT