



Medway
NHS Foundation Trust

Housekeeper

Medway NHS Foundation Trust



Best of care
Best of people



nhsmedway.co.uk

Job Description

Role: Housekeeper

Banding: 2

Division: Estates & Facilities

Responsible to: Head of Housekeeping

Accountable to: Assistant Housekeeping Manager

Job Purpose:

The housekeeper will work as a member of the ward or department team; with responsibility for housekeeping tasks within that ward or department.

To provide a high standard of cleaning service in line with the, National Cleaning Specification and a quality patient meals and beverage service in line with the, EHO guidelines as required.

To be an active member of the housekeeping team striving to improve upon all aspects of the service delivery.

Key Responsibilities:

The removal of refuse sacks to disposal points in accordance with waste disposal and Control of Infection Guidelines.

The replacement and receipt of routine supplies i.e. rubbish bags, paper towels, soap, toilet rolls and cleaning materials.

To carry out the cleaning of wards and general areas within agreed schedules and conforming to legislative requirements.

To ensure that equipment is utilized safely and that accident reporting procedures are followed.

To undertake other duties that may be required by the Housekeeping Services Supervisor to facilitate the efficient running of the Housekeeping Services Department.

To liaise with other disciplines to promote a Seamless Service Delivery.

To undertake floor maintenance duties using machinery.

To undertake specialised cleaning as required.

The receiving, regeneration and serving of patient's meals, preparation of beverages; laying up and clearing away of crockery and cutlery, and washing up.

To carry out the cleaning duties safely and effectively, in accordance with the NHS National Standards of cleanliness.



To carry out Hostess Duties safely and effectively, in accordance with the Trust Catering Policies and Environmental Standards.

To perform housekeeping and/or Hostess Duties as required by Team Leaders.

Ensure a high standard of tidiness and cleanliness is maintained in all parts of the ward or department, and report identified problems.

To provide support to the service as required to cover leave.

To provide a professional level of customer service to patients and visitors.

To ensure to ensure all documentation is completed.

Catering Responsibilities

Take overall responsibility for the tidiness/cleanliness of the ward pantry.

Maintain kitchen stock levels and monitor the storage of supplies to safeguard correct stock rotation.

Distribute menus, assist/guide patients with their menu choices and ensure that menu cards are returned to the catering department.

Ensure that the temperature inside the refrigerator is checked and maintained in accordance with local policy, and that appropriate written records are maintained.

Ensure that all refrigerated food is stored and labelled correctly, discarding food that is out of date. Participate in environment audits as appropriate

Prepare areas where food and beverages are served /consumed to ensure a pleasant environment at meal times.

Coordinate the delivery and collection of meal trays.

Prepare, assemble, present and serve hot/cold snacks & beverages and ensure that equipment is cleared away appropriately.

In conjunction with Catering department present food and beverages for serving, ensuring that food and beverages are served at the correct temperature according to food hygiene regulations. Participate in relevant audits.

Wash all equipment /utensils for serving and consuming food and beverages as per local policy.

Liaise with qualified ward staff regarding dietary feedback. And complete documentation as appropriate within scope of the role.

Ensure that water jugs are washed and replenished as required

To complete all the appropriate training as set out in the agreed training programme.

Attend and take an active role in housekeeper meetings.



Key Working Relationships:

| Internal | External |
|---|--|
| Estates & Facilities teams, HR & OD, Clinical teams, Trade Union and Staff Side representatives, Infection, Prevention & Control team, PALS | General public, Specialist Cleaning Service Providers, Contractors and suppliers |

Main Conditions of Service

Registered Health Professional

All staff who are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements. All registered professionals must maintain registered in line with the Trust Professional Registration with Regulatory Bodies Policy.

Our Vision and Values

All staff must commit to our Vision and Values and exhibit behaviours in line with our new Values.

Bold
Every Person Counts
Sharing and Open
Together

We are *inspiring* and *ambitious*
We are *respectful* and *supportive*
We are *open* and *speak up*
We are inclusive and responsible

Our Trust is a great choice for people who want to develop their career in an ambitious environment. Our employees are able to choose the coverage and supplemental benefits that best fit their needs and those of their families.

We are committed to endorsing diversity, multiculturalism, and inclusion; our policies / procedures ensure that all applicants are treated fairly at every stage of the recruitment process.

eRostering

Roles with budgetary responsibilities for e-rostering have had these responsibilities included in job descriptions.

Mandatory Training

All staff must complete on-going mandatory and role-specific training pertinent to their post, and this should be confirmed with their line manager.

Quality Assurance

The Medway NHS Foundation Trust has adopted comprehensive quality assurance, and all members of staff employed by the trust are expected to play their part. The aim is to provide a



good quality service, which the customer accepts is appropriate and which is provided in the best possible way.

Health & Safety

Staff are required to observe local Health & Safety arrangements and take reasonable care of themselves and persons who may be affected by their work.

Equal Opportunities

Staff are required to comply with the Medway NHS Foundation Trust's approach to equal opportunities and treat everyone the same, regardless of their gender, race, disability, marital status, religion or belief, sexual orientation, gender reassignment or age.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

Infection Prevention and Control

All post holders have a personal obligation to act to reduce healthcare associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. All post holders must comply with Trust infection screening and immunisation policies as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Hygiene Policy and Trust procedures for use of personal protective Equipment, safe procedures for using aseptic techniques and safe disposal of sharps.

Information Governance

Staff is required to keep all patient and staff information confidential unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard any data considered to be confidential may be regarded as misconduct/gross misconduct and a disciplinary offence.

Patient Experience

Staff should ensure that they help to create a positive patient experience at all stages of a patient's interaction with the hospital and help to improve the patient experience within the hospital environment.

Safeguarding Children and Vulnerable Adults

The Trust is committed to the protection of children, young people, their families and vulnerable adults accessing its services. Promoting the message that "safeguarding is everyone's business" is vital to ensure our patients are protected and safe from abuse. To this end you must comply with Trust's and the Kent and Medway Safeguarding Board's policies on safeguarding children, young people and vulnerable adults.



All staff no matter where they work or which age group of patients they work with must be aware of their responsibility to act when they feel a child, young person or vulnerable adult has been or is at risk of abuse.

Disclosure and Barring Service

The position you have applied for may have been identified as being an 'eligible position' under the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975* [the Exceptions Order] and, in certain circumstances, the *Police Act 1997*. As such, it may meet the eligibility criteria for a standard or an enhanced disclosure to be requested through the Disclosure and Barring Service (DBS).

Uniform

All staff must adhere to the Trust Nurses/Midwives Uniform Policy.

Job Description

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

Smoke Free Medway

Medway NHS Foundation Trust is a smoke free site. This means that smoking is completely prohibited in all Trust buildings, grounds and car parks. This will ensure that the hospital is a better place to work and for our patients to be treated.

If you are currently a smoker and would like to receive free stop smoking advice, please contact the Medway Stop Smoking Service on 07535 710329 or 0800 234 6805.



Staff Networks

LGBT+ Staff Network

Staff (Dis)Ability Network

Armed Forces Network (for staff who are Reservists and Veterans)

Black, Asian and Minority Ethnic (BAME) Staff Network





Staff Benefits Information

The Trust has worked hard to offer the **Best** of the benefits to our staff, the **Best** of people. By following the link before you will find our staff benefits handbook which provides you with a large selection of benefits available.

<https://view.pagetiger.com/Benefits-Wellbeing/currentstaff>

Our Commitment

We are jointly committed to creating and maintaining a fair and supportive working environment and culture, where contributions are fully recognised and valued by all and staff feel empowered to carry out their duties to the best of their abilities.

As employers we are committed to promoting and protecting the physical and mental health and well-being of all our staff.

Talent Management and Skills Coaching

All staff at Medway NHS Foundation Trust will have the opportunity to undertake talent and coach sessions held with our Organisational Development Team. This will be supported through the talent management process.

Flexible Working Opportunities

At the NHS, we are reminded every day of how important life is. As a flexible working friendly organisation, we want to be sure that you can work in a way that is best for us and for our patients, and for you. Speak to us about how we might be able to accommodate a flexible working arrangement whether that's job share.

Applications are welcomed from applicants who wish to apply for a position on the basis of a smarter or flexible working arrangement. Where candidates are successful at interview, such requests will be taken under consideration and accommodated where the needs of the service allow.



Person Specification

The person specification sets out the essential qualifications, experience, skills, knowledge, personal attributes and other requirements which the post holder requires to perform the job to a satisfactory level. Without these qualities applicant cannot be appointed to the post.

Role: Housekeeper

| | |
|-------------------------|--|
| Qualifications | NVQ level 1 in Support Services or equivalent level of working experience |
| Knowledge | A good knowledge of Customer care Knowledge of cleaning practices & infection control regulations Knowledge of food service/catering |
| Values | <i>Exhibits behaviours in line with Trust Values:</i> B old <i>We are inspiring and ambitious</i> E very Person Counts <i>We are respectful and supportive</i> S haring and Open <i>We are open and speak up</i> T ogether <i>We are inclusive and responsible</i> |
| Experience | Experience in cleaning and/or catering food service |
| Skills | Ability to work on own or part of a team |
| Other Attributes | Flexible and adaptable to change to meet the needs of the service. The vision and focus to continually strive to improve the service for our patients is a key attribute for this, and any role at the Medway NHS Foundation Trust |





Medway
NHS Foundation Trust



Best of care
Best of people



nhsmedway.co.uk