

## JOB DESCRIPTION

<b>Job title:</b>	<b>Facilities Assistant</b>
<b>Grade:</b>	2
<b>Directorate:</b>	<b>Estates &amp; Facilities</b>
<b>Division:</b>	<b>Facilities</b>
<b>Service:</b>	<b>Catering and Cleaning</b>

### 1. Job summary

- a) To work as an integral part of the ward/departmental/health centre/community hub teams, with a flexible approach within the Facilities Department. Perform cleaning / catering duties as required in all areas of the Healthcare premises to the required standard and complying with legislation.

### 2. Communication and working relationships

- a) Maintain good working relationships with and communicate with your Line Manager, Team Leader, Supervisors, clinical/non-clinical staff to provide highest level of Facilities services and to support personal and departmental objectives.

### 3. Key responsibilities

- a) Wear correct and clean uniform whilst on duty
- b) Attend Departmental meetings as appropriate.
- c) To participate in the Trust's appraisal system, review and personal development process on an annual basis.
- d) Undertake training as necessary in line with the development planning process.
- e) To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- f) To contribute positively to the effectiveness and efficiency of the team in which he/she works



#### 4. Main tasks

The following gives an overview of the key main tasks for this role, but tasks may vary depending on team or site: Staff will not be expected to do any task that they have not been trained to perform or any task that is not appropriate to their level of competence.

#### **Generic Facilities' tasks (these are tasks undertaken by all Facilities Assistants):**

- Clean all surfaces using appropriate methods to remove dust and debris.
- Clean all hard floors and mop daily.
- Use of electrical cleaning equipment.
- Empty, clean and replenish waste bins.
- Seal waste bags and carry out appropriate waste disposal procedures.
- Clean internal glass and ledges.
- Maintain equipment in a clean and serviceable condition.
- Maintain and respect the privacy and dignity of patients whilst carrying out Facilities duties.
- Replenish consumables – paper towels, soap, toilet rolls etc.
- Adopt a flexible approach, as you may be required to work at any Trust site.
- Ensure the correct storage of all items.
- Collect and clean all crockery and cutlery and kitchen utensils as required using automatic dishwashers where available.
- Collect, wash and return water jugs.
- Collection and delivery of goods.
- To issue and collate inpatient menus.
- To prepare and serve food and beverages as required.
- Use of cash register if required.
- To ensure security is maintained at all times.
- Completion of departmental paperwork as required.
- Assist with the service of patient, visitors and staff meals.
- Provide the appropriate amount of crockery and cutlery in advance of service times.
- Ensure that food presentation, portion control, temperature and quality standards are adhered to.

#### **Cleaning role tasks:**

- Remove / replace / clean curtains and blinds as necessary.
- Clean all sanitary areas.
- Clean Beds.
- Clean furniture.
- Clean kitchens and dining areas
- Clean clinical and non-clinical areas
- Use machinery following training.



**Catering role tasks:**

- To ensure strict adherence to all policies and procedures in relation to food hygiene, including HACCP, personal hygiene and cleaning down procedures.
- Carry out the regeneration of prepared meals, preparation of salads and sandwiches, and any other food items as required.
- Ensure that the patient meals are placed in the appropriate ward trolleys at the correct time and ready for service.

**5. Organisation chart**



- a) The post holder may have tasks or responsibilities delegated to them, appropriate to their level of competence. They may also be expected to delegate tasks or responsibilities to other staff, as appropriate.
- b) The Delegation Policy sets out the expectation of staff regarding the safe delegation of clinical care and therapeutic interventions to unregistered practitioners and support workers.

**6. Flexibility**

- a) This job description is intended to provide a broad outline of the role. The post holder may be required to carry out other duties commensurate with their banding and competence.

**7. Policies and procedures**

- a) The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times.

**8. Confidentiality and data protection**

- a) The post holder must maintain the confidentiality of information about patients, staff and other health service business and meet the requirements of the Data

Protection Act (2018) and General Data Protection Regulation (2018) at all times.

- b) The post holder must comply with all Trust information and data protection policies at all times. The work of a NHS Foundation Trust is of a confidential nature and any information gained by the post holder in their role must not be communicated to other persons except where required in the recognised course of duty.

## 9. Health, safety and wellbeing

- a) Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these in full at all times, including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment for patients, visitors and colleagues.

*For posts **without** line management or supervision responsibility:*

- b) The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support and report stress and ill health as early as possible.

*For posts **with** line management or supervision responsibility:*

- b) The Trust is committed to support the health and wellbeing of all its employees. The post holder is required to familiarise themselves with the organisation's range of health and wellbeing support, share with their team, and report stress and ill health as early as possible.

## 10. Equality, diversity and inclusion

- a) The Trust aims to grow inclusive teams in which you feel like you belong, we encourage a culture of learning from different points of view. We want to support you to be courageous and to overcome bias and challenge prejudice.
- b) We are a Disability Confident Employer (Level 2). We go the extra mile to make sure disabled people get a fair chance. As well as paid employment we offer work experience and apprenticeships for disabled people.

## 11. Use of technology

- a) The Trust is making increased use of computer technology. The majority of employees (both clinical and non-clinical) should expect to use automated information systems in their work in order to improve quality and coordination of services, and enable faster and more certain communication within the Trust. Necessary training will be provided.



## **12. No smoking policy**

- a) SCFT operates a no-smoking policy, in line with government legislation. This applies to all staff, visitors and patients. It is a condition of employment for staff that they do not smoke whilst on duty or in uniform or anywhere on Trust premises. This includes electronic cigarettes.
- b) Whilst we do not discriminate against employing smokers, they are expected to adhere to this policy and all prospective employees should be aware of this.

## **13. Professional registration**

- a) All employees who are required to be a member of a professional body are required to hold relevant registration and must comply with the standards and guidelines of their professional practice, education and conduct and must act at all times within the boundary of the code of conduct.

## **14. Infection prevention and control**

- a) Infection prevention and control is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of healthcare-associated infections (HCAI).

## **15. Safeguarding children, young people and vulnerable adults**

- a) SCFT is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

## **16. Quality**

- a) Excellent care at the heart of the community is our Trust vision. To make sure our care meets this high standard all staff must ensure that the three themes of quality care are provided in every encounter they have with our patients. The three themes are safe care, effective care, and patient-centred care.
- b) All staff, clinical and non-clinical, are expected to ensure that quality is a key consideration in all we do. This includes reviewing practice and being open to feedback on our performance, being open and honest, and seeking to identify, resolve, and appropriately escalate issues and risks.



## PERSON SPECIFICATION

This person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet, or have the potential to meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience and knowledge match these requirements.

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<b>Division:</b>	Facilities
<b>Service:</b>	Catering and Cleaning

Criteria	Essential or desirable	Method of assessment
<b>Qualifications and/or professional registration</b>		
NVQ or equivalent in Catering or Cleaning	D	A
Food Hygiene certificate	D	A
<b>Experience</b>		
Working in a healthcare environment	D	A
Customer focused environment	D	A
Previous experience in catering/cleaning services	E	A
<b>Skills and knowledge</b>		
Literate and numerate	E	A
Ability to understand and follow written & verbal instructions	E	A
Ability to work as part of a team	E	A
Reliable	E	A
Ability to record information accurately	E	A/I
Understand infection control principles	D	A/I
Understanding of food safety systems & procedures	D	A/I
Smart in appearance with good personal hygiene standards	E	I
Have an understanding of basic Health & Safety principles including manual handling	E	I
To remain calm in difficult situations	E	I
Polite and courteous	E	I
Understand and maintain confidentiality	E	I
Good communication & interpersonal skills	E	I
Flexibility	E	I

Criteria	Essential or desirable	Method of assessment
Demonstrate empathy and sensitivity	D	I

**Good luck with your application!**



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