



# Candidate information

## Housekeeper



## Job Description

<b>Post Title:</b> Housekeeper	<b>Post Reference:</b>	
<b>Summary of the Role:</b> The purpose of the job will be to provide a range of services for the patients and maintain hygiene standards within the domestic and catering environment. The post holder will be responsible for their <u>area including giving instruction to domestic staff</u> . They will liaise with patients and clinical staff in the performance of their duties.		<b>Reports to:</b> Customer Support Team Leader
		<b>Base / Location:</b> TBC
<b>Key Responsibilities</b> <ul style="list-style-type: none"> <li>• Responsible for delivery of housekeeping, cleaning, catering and customer services to an agreed standard within agreed clinical areas</li> <li>• Carry out duties in accordance with agreed Method Statements</li> <li>• Effective communication with all levels of staff</li> <li>• Complying with 2gether Support Solutions policies on Health &amp; Safety, COSHH and other statutory legislation</li> <li>• Advise helpdesk on any defects within own area</li> <li>• Take patients' meal orders</li> <li>• Serve patient beverages</li> <li>• Change patient water jugs</li> <li>• Serve patient meals</li> <li>• Clear and clean area after meals</li> <li>• Ensure kitchen/serving areas and all associated equipment are clean and tidy at all times</li> <li>• Stack and empty dishwasher</li> <li>• Undertake cleaning tasks as per ward cleaning schedule (not sanitary)</li> <li>• Movement/distribution of clean linen supplies within wards</li> <li>• Movement of soiled linen and waste to the waste rooms</li> <li>• Order of goods and materials as necessary from Team Leaders</li> <li>• Maintain records as required</li> <li>• Advise patients on the facilities provision within the work area</li> <li>• Any other Ward Housekeeping duties as required from time to time</li> </ul>		<b>Working Relationships &amp; Contacts</b> Internal – Staff on shift and other clinical staff from a number of departments.  External – Patients, visitors and other external clients.

<b>Job Dimensions:</b> <b>Problem solving, decision making, impact, resource management including value, working environment, responsible for staff &amp; equipment)</b>	<b>Performance measures and KPIs</b>
<p><u>Equipment</u>            Use of industrial cleaning equipment, Safe use of cleaning substances, Correct use of protective equipment, Recording and compliance with daily work schedules, Food Hygiene, Use of Computer Aided Facilities Management system (CAFM) and PDA.</p> <p><u>Environment</u>            Occasional exposure to unpleasant working conditions, such as bodily fluids.            Exposure to dust/dirt and unpleasant odours            Occasional exposure to verbal aggression, rare exposure to physical aggression.            Occasional exposure to distressing or emotional circumstances</p>	

<b>Person Specification:</b> <b>(Please state Essential (E) or Desirable (D))</b>		
<p><b>Knowledge &amp; Skills:</b></p> <p>Good communication skills including verbal and written English.</p> <p>Numerate/literate.</p> <p>Shows initiative and self-motivation.</p> <p>Awareness of service image.</p> <p>Physically fit for the work</p> <p>Friendly.</p> <p>Reliable.</p> <p>Prepared to work unsociable hours if shift pattern requires.</p> <p>Attention to detail.</p> <p>Risk Assessment awareness</p> <p>Flexible attitude to working times and methods.</p> <p>Customer focus</p> <p>Health and Safety Awareness</p> <p>Site Orientation and Corporate Induction</p> <p>Manual Handling</p> <p>Customer Care</p> <p>Fire Safety</p>	<p><b>Experience</b></p> <p>No formal experience is required as all staff will undertake a range of compulsory training courses prior to and during employment to ensure maintenance of high quality standards.</p>	<p><b>Qualifications</b></p> <p>BICS training to Operator Proficiency Certificate Level 1 (OPC L1)</p> <p>Basic Food Hygiene Certification</p>

## Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
<b>Confined Spaces?</b>	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		X
<b>Driving?</b>	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work		X
<b>Exposure to Substances Hazardous to Health?</b>	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		X
<b>Hand Arm Vibration Exposure?</b>	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		X
<b>Hand Washing?</b>	This means washing hands 20 plus times per working day.	X	
<b>Lone Working?</b>	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		X
<b>Manual Handling?</b>	This means all job roles where there are specific manual handling / patient handling requirements.	X	
<b>Night working?</b>	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		X
<b>Noise exposure?</b>	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		X
<b>Work at heights?</b>	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		X