

Job Description and Person Specification
Job Title: Hotel Services Operative



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Job Description

JOB TITLE: Hotel Services Operative

BAND: 2

CARE GROUP: Estates & Facilities

DEPARTMENT: Hotel Services

HOURS OF WORK: 15

RESPONSIBLE TO: TGU Hotel Services

ACCOUNTABLE TO: Debbie Simmons, Hotel Services Manager

BASE: Trevor Gibbens Unit, Hermitage Lane, Maidstone

JOB PURPOSE:

Hotel Services Operative to cover 5 days per week - Monday to Friday, 4pm – 7pm.

The role is based at our Forensic Mental Health Unit in Maidstone.

KEY RESULT AREAS:

- The daily shift plan is completed in the agreed time scale and cleanliness and hygiene standards are met in line with New NHS Cleaning Guidelines.
- Cleaning is carried out in accordance with recognised approved Trust methods using approved products.
- To complete weekly departmental performance monitoring to achieve and maintain the Trust's own standards.
- To ensure waste is disposed of in accordance with the Trust waste disposal policy, assuring Health and Safety standards are adhered to.
- Removal of rubbish to designated collection points
- To take appropriate care of your own health and safety and that of other persons who may be affected by your own actions, and to carry out your responsibilities in ways that ensures a safe and healthy place of work. i.e. being in daily contact with body fluids and the disposal of soiled linens etc.
- To be aware of the value of working within a supportive team when working in challenging environments.
- Attend appropriate training sessions not necessarily held at the place of work and at times not rostered to work.
- To undertake other duties and tasks at the discretion of the supervisor, Hotel Services Manager or Ward Manager.

ENVIRONMENT:

Come and work with us in the Garden of England where we combine exceptional professional development opportunities with a tremendous quality of life.

We are Kent and Medway NHS and Social Care Partnership Trust (KMPT), providing mental health, learning disability and specialist services, serving 1.8 million people across the county.

The Trust (rated Good overall by the CQC and Outstanding for care) has 3,283 staff working in 66 buildings across 33 locations, covering an area of 1,450 square miles.

You will be joining friendly, passionate colleagues, rich in their diversity, who are committed to providing excellent care to our service users and their loved ones.

The nature of our work attracts kindness and compassion as standard and everyone from our cleaners and porters to the chief executive and chairman are recognised as playing a vital role in providing an exemplary service.

JOB SUMMARY:

- To maintain a patient focused Hotel Services function across clinical areas.
- To undertake general cleaning and other related domestic tasks to a high standard within a designated area as requested and managing own task schedules.
- To maintain a high standard of provision of other Hotel Services related tasks.
- To work as part of the Hotel Services team in conjunction with ward managers on all aspects of ward cleaning and hygiene.

COMMUNICATIONS AND WORKING RELATIONSHIPS:

- To liaise effectively with other members of the Hotel Services Team.
- To liaise effectively with all other members of MDT staff.
- Communication is paramount in ensuring cohesive working.

STANDARDS OF BUSINESS CONDUCT:

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

HEALTH AND SAFETY:

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

SAFEGUARDING:

All staff have a duty to identify, report and record incidents of potential or actual abuse. This statement applies whether the victim is an adult or child. All queries will be addressed by the Trust Safeguarding Team.

PERFORMANCE REVIEW:

This job description will be used as a basis for individual performance review between the post holder and the Manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

CONTINUOUS IMPROVEMENT:

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

THE TRUST'S MISSION STATEMENT:

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

STATEMENT OF THE TRUST'S AIMS AND VALUES:

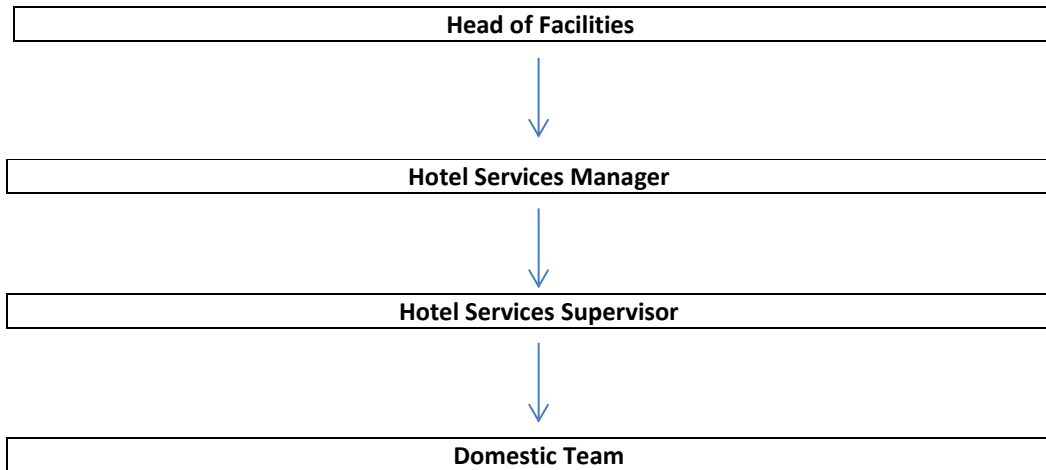
- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.
- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

CONFIDENTIALITY:

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable

information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

ORGANISATION CHART:



JOB DESCRIPTION AGREEMENT:

Job Holder's Signature:

Date:

Manager's Signature:

Date:

Person Specification

Knowledge, Skills, Training and Experience

	Essential	Desirable
Training, Qualifications and Registration		<ul style="list-style-type: none"> NVQ trained to level 2 desirable.
Experience	<ul style="list-style-type: none"> Previous cleaning experience essential. Able to work as part of a team essential. 	<ul style="list-style-type: none"> Previous experience of working within a healthcare setting. Previous experience of working within a Mental Health Unit would be an advantage.
Knowledge and Skills	<ul style="list-style-type: none"> Good interpersonal and communication skills. Flexibility within role. Good timekeeping. Reliable & trustworthy. 	<ul style="list-style-type: none"> Knowledge of COSHH Working knowledge & experience of new NHS Cleaning Guidelines/Standards