

JOB DESCRIPTION TITLE: Housekeeper	
Trust Name:	Mid and South Essex NHS Foundation Trust
Location:	Southend
Care Group / Division:	Emergency and Acute care
Department:	Emergency Department
Grade:	Band 2
Responsible To:	Nurse in charge
Accountable To:	Matrons
Job Evaluation (JE) Reference:	To be added following the completed JE Process
Date of Completed JE Process:	

** Delete as appropriate

THE TRUST

Mid and South Essex NHS Foundation Trust is now one of the largest Trust in the country, serving a population of 1.2 million people. Our newly formed Trust, comprising acute hospital sites at Broomfield in Chelmsford, Basildon, and Southend, is determined to provide the best health services for its local population. We are a well-led, high-performing, and innovative organisation working in the best interests of the people we serve.

With a workforce of approximately 15,000 staff, we can now do more and go further in delivering health services to our local communities.

Our ambition is to deliver excellent local and specialist services, to improve the health and wellbeing of our patients, and provide a vibrant place for staff to develop, innovate and build careers.

OUR LEADERSHIP AND MANAGEMENT BEHAVIOURS FRAMEWORK



JOB SUMMARY

To provide cleaning services as part of a team to all clinical and non-clinical areas within the department.

To support the team in ensuring stock is stored and maintained in a safe and efficient way.

To demonstrate compassion at all times with patients and carers, staff and visitors.

To contribute to and support changes made from quality improvement activities.

To promote at all times a positive image of people with renal conditions.

MAIN DUTIES & RESPONSIBILITIES

1. Cleaning Responsibilities

- Cleans clinical and non-clinical areas.
- Undertakes deep-cleaning of clinical areas.

- Undertakes addition deep-cleaning of any clinical or non-clinical areas as required. - Follows work schedule but may be required to reprioritise tasks according to the urgency of the task and the availability of the work area.
- Maintain a safe environment by utilising available signage when undertaking cleaning tasks.
- To ensure that all stock trollies are cleaned, stocked and ensure stock rotation throughout the department.
- To ensure that workstations across the department are clean and tidy
- Clean and stock cubicles in between each patient and make trolleys clean and safe, including changing sharps bins as per Trust policy.
- Ensure the department looks tidy.
- Ensure Linen trolley is kept clean and that it is stocked throughout the day
- Decontaminate equipment after use as per local procedures, ensure stored and charging; reporting any faulty equipment.
- Assist with appropriate storage of patient property and recording in line with Trust policy
- Ensure that all decontamination equipment e.g. Clinell wipes, aprons and gloves are re-stocked as appropriate.
- Facilitate the upholding of best practice with infection control policies and procedures.
- Maintain and clean privacy screens and manual handling equipment
- Ensure that refreshments are available in relative's rooms and that the rooms are kept clean and presentable.
- To assist in providing refreshments to patients and relatives in the absence of Medirest staff
- To ensure that monitoring equipment and suction is kept clean and dust free
- To assist with the cleaning of wheelchairs
- To assist under supervision with the cleaning and stocking of the medication dispensing areas
- respond to any reasonable request from the Nurse in charge/ED Matrons.

2. Equipment and Consumables Responsibilities

- Monitors stock on the unit and escalates low levels to the nurse in charge. - Ensures stock delivered is unpacked and stored as per Trust policy.
- Undertakes safety checks on equipment before use, reporting any faults to the nurse in charge.
- Cleans skirting boards and walls (using step ladders as required).
- Cleans and defrosts refrigerators in patient and staff areas as per schedule.
- Cleans microwave in staff room.
- Removes all rubbish to designated pick up points and replenishes bin bags.
- Replenishes kitchen rolls, toilet rolls, soap, hand gel, paper towels and apron dispensers.
- Assists nursing teams in maintaining stock levels in clinical areas and rotating stock. Ensuring areas are not overstocked and regularly monitored.

3. Administrative Responsibilities

- Reports general maintenance requirements to the nurse in charge.
- Reports incidents via the Trust Datix system as instructed by nurse in charge.
- Undertakes any additional administrative tasks in relation to own work as required by.

4. Communication

- Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.
- Communicates with colleagues on day to day matters in a professional and courteous manner at all times.
- Communicates with staff from other departments e.g. ambulance staff, maintenance staff and delivery staff on day to day matters in a professional and courteous manner at all times. - Actively participates in team meetings.
- Communicates compassionately with patients and carers at all times, even when patients or carers may display challenging behaviour.

5. Policy and Service Development

- Comply with the terms of the contract of employment and the Trust Values and Behaviours.
- Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
- Fully participate in annual appraisal and appraisal reviews.
- Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.
- Comply with the Trust's Information Governance Policies and maintain confidentiality of information at all times in line with the requirements of the Data Protection Act.
- Comply with the Trust's Health and Safety Policy and risk management procedures and report as necessary any untoward incident or hazardous event in accordance with local procedure.
- Carry out the duties of the post with due regard to the Equality and Diversity Policy. - Comply with the Trust's Infection Control Policies as appropriate to the role.
- Comply with the Safeguarding of Children and Adults policies and protocols as appropriate to the role.

6. Other Requirements

- The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.
- The post holder may be required to work in locations other than those specified in the job description as required by service need.
- The post holder may be required to work flexible hours as required by service need.

- There may be a requirement to change the job description in light of developing service need.

7. Effort, Skills and Working

Physical Skills	Must be physically fit and able to move patients and goods in line with Trust policies and procedures
Physical Effort	Must be able to walk 10 plus miles per shift
Mental Effort	Be able to adapt to changing situations and requirements depending on the task at hand
Emotional Effort	Can deal with changing requests and situations within the Hospital . furthermore, due to the activity within the trust, staff will be dealing with deceased patients.
Working Conditions	Fast pasted and changing environment, maintain a can-do attitude to patients, visitors and staff

KEY WORKING RELATIONSHIPS

Key Relationships:

Ward Managers
 Ward Staff
 Departmental Managers
 Pathology Staff Medical Records
 Staff in Pharmacy
 Staff in Catering
 Linen Contractors
 Goods receiving Team
 Store staff
 Suppliers providing Stock and consumables for the running of service.

GENERAL STATEMENTS

MAINTAINING ROUND THE CLOCK SERVICES

The NHS delivers patient services around the clock. As such some roles may include participation in an out of hours on-call arrangement. If as a post-holder, you are required to participate in on-call arrangements as part of your terms and conditions, this will be covered in the job summary section of this JD.

There will be a detailed rota issued outlining the dates and times you will be required to be on-call. In general, on-call means you should be available to be called upon during an emergency situation.

COMPETENCY BASED APPRAISAL

All staff will be appraised on an annual basis and the process will include a review of the past year's performance, setting of aims and objectives for the coming year and identification of educational needs.

TRAINING

All staff will undertake such training as is necessary to perform the duties allocated.

EQUALITY, DIVERSITY AND INCLUSION

Mid and South Essex NHS Foundation Trust (MSEFT) is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all staff, patients, carers, and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

All staff are required to comply with its policies and values around equality, diversity, inclusion, and human rights.

FREEDOM TO SPEAK UP

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Guardian Service that all staff can access. Full details of how staff can raise concerns can be found on the Trust Intranet.

NO SMOKING POLICY

Mid and South Essex NHS Foundation Trust (MSEFT) operates a non-smoking policy. The restrictions will apply to patients, staff and visitors alike. While the Trust will not discriminate against employing smokers, all prospective staff should be aware of this policy. If you would

like help to give up smoking, you should contact your GP or call the NHS Stop Smoking Help Line on 08001690169 to find details of your local stop smoking service.

HEALTH AND WELLBEING



“Healthy me at MSE” is a campaign designed to put staff in touch with support and information to help you stay healthy and happy at work - and beyond! The Health and Wellbeing team are here to ensure staff are fit and healthy, both physically and mentally, for the work they do. There is a range of fantastic incentives and resources for staff to take full advantage of, including stress awareness workshops, physiotherapy self-referral, confidential counselling, peer-to-peer support networks, lifestyle health checks, and much more. Further details can be found at [Occupational Health and wellbeing | Mid and South Essex NHS Intranet \(mse.nhs.uk\)](https://www.mse.nhs.uk/occupational-health-and-wellbeing)

DATA PROTECTION ACT 2018

All staff are required:

- To ensure compliance with all Trust’s policies, and those procedures relevant to the area of work.
- To maintain high levels of confidentiality and information security at all times, complying with the relevant legislation such as the Data Protection Act and the Computer Misuse Act.
- To ensure that the data is of good quality, accurate and relevant for purpose, where any processing of information takes place (paper records or electronically).

CODE OF CONDUCT – For Managers

As an NHS Manager, you are expected to follow the Code of Conduct or NHS Managers (October 2002), observing the following principles:

- Making the care and safety of patients your first concern and act to protect them from risk.
- Respecting the public, patients, relatives, carers, NHS staff and partners in other agencies.
- Being honest and acting with integrity.
- Accept responsibility for your own work and the proper performance of the people you manage.
- Showing your commitment to working as a team member by working with your colleagues in the NHS and wider community.
- Taking responsibility for your own learning and development.

INFORMATION GOVERNANCE

- All staff must be familiar with and comply with the contents of the Information Governance Handbook, a personal copy will be provided at Induction to all staff.
- All staff are required to maintain confidentiality of patient and Trust’s information as set out in the Trust’s Confidentiality Policy.

- All staff are required to read and comply with all policies that are issued relating to the electronic security of Trust's information.
- All staff who create, access, transfer, modify sensitive Trust's records have a responsibility to be both accurate and timely and ensure that all the information that they record either on paper or electronically is complete.

CONFIDENTIALITY

All staff's attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the Data Protection Act.

All matters relating to patients' diagnosis and treatment, staff or the Financial or contractual position of the Trust are strictly confidential and under no circumstances is such information to be divulged or passed to any unauthorised person(s) under penalty of summary dismissal.

All staff should take particular care relating to the electronic storage and transfer of confidential information. This should only be done in accordance with the Trust's Information Security Policy.

HEALTH AND SAFETY

All staff must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for staff and visitors.

QUALITY IMPROVEMENT

The Trust embraces quality as the overarching principle for the organisation and aims to nurture a learning culture that gives all our colleagues and service users an opportunity to develop, innovate and improve. Quality Improvement is a core competence for Trust staff, and the post-holder will attend quality improvement training and support improvement initiatives in their area of work, as well as empowering and enabling others in their efforts to improve service and care quality.

INFECTION PREVENTION AND CONTROL

The prevention and management of infection is a key priority for the Trust. The Trust will ensure adequate infection control resources are available to all staff. As a member of staff of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff

- maintain an up-to-date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust Mechanisms (e/g. incident reporting policy)

SAFEGUARDING CHILDREN

All staff, regardless of the work they do, have a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services, it is essential that all child protection concerns are both recognised and acted on appropriately.

They have a responsibility to ensure that they are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet sites. To ensure staff are equipped to carry out their duties effectively, they must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.

SAFEGUARDING ADULTS

All staff, regardless of the work they do, have a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services, it is essential that all protection concerns are both recognised and acted on appropriately.

Staff have a responsibility to ensure that they are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. To ensure they are equipped to carry out their duties effectively, they must also attend vulnerable adult protection training and updates at the competency level appropriate to the work they do and in accordance with the Trust's vulnerable adult protection training guidance.

RESEARCH AND DEVELOPMENT

Mid and South Essex NHS Foundation Trust (MSEFT) is committed to an environment where patients, service users, staff and visitors are given the opportunity to participate in high quality health research.

The Trust played a leading role in recruitment to COVID-19 studies and indeed were top recruiters to a number of high-profile studies.

SUSTAINABILITY

All Trust staff have a duty to engage in sustainable practices whilst in the workplace, accepting and following the Sustainability Policy and Procedures.

Staff have a responsibility to undertake sustainability training and try to reduce the environmental impact. This will include seeking ways to reduce waste, water, paper, and energy usage within the office, ward, or department, as well as seeking methods to make

the departmental functions more sustainable and taking an active role to initiate change in this direction.

All staff will help deliver sustainability as outlined within the MSEFT Green Plan to help the NHS achieve its net zero goals:

- For the emissions we control directly (the NHS Carbon Footprint), we will reach net zero by 2040, with an ambition to reach an 80% reduction by 2028 to 2032.
- For the emissions we can influence (our NHS Carbon Footprint Plus), we will reach net zero by 2045, with an ambition to reach an 80% reduction by 2036 to 2039.

All employees will adhere to the principles of delivering social value and enable the Trust to deliver its objectives as an Anchor Institution.

LOCATION

You will be based at an agreed location within Care Group (1, 2, 3, 4 or 5)* which is hosted by Basildon, Southend, or Broomfield)*. You will generally be expected to undertake your normal duties at the principal place of work, however, in the course of your duties you may also be required to work at any of the sites within the Mid and South Essex NHS Foundation Trust areas as well as other NHS sites as part of the delivery of the service.

NOTE

This job description reflects the present requirements of the post, and the content may be subject to review and amendment in light of changes and developments.

All Staff will also be expected to abide by the relevant code of professional practice relating to their discipline.

Review Date

Date	Employees Signature	Managers Signature

PERSON SPECIFICATION

Trust Name:	Mid and South Essex NHS Foundation Trust
Location:	Southend
Care Group / Division:	Emergency and Acute care
Department:	Emergency Department
Grade:	Band 2
Responsible To:	Nurse in charge
Accountable To:	Matrons
Job Evaluation (JE) Reference:	To be added following the completed JE Process
Date of Completed JE Process:	

REQUIREMENTS	ESSENTIAL	DESIRABLE	EVIDENCE
Qualifications	Numeracy and Literacy GCSE or equivalent- D or Grade 5		A, I,C
Knowledge and Experience	<ul style="list-style-type: none"> • Experience in use of cleaning materials and equipment • Experience in general cleaning duties • Experience of working or volunteering in a health care environment *Knowledge of Health & Safety and COSHH <ul style="list-style-type: none"> • Knowledge of National Standard of Cleanliness (within agreed timescale) • Knowledge of deep-cleaning procedures 	Already worked as Housekeeper in Dialysis Unit	A, I

	<p>(within agreed timescale)</p> <ul style="list-style-type: none"> • Able to follow protocols and instructions • Able to demonstrate safe, efficient and effective techniques in the following areas, producing consistently high standards: - Cleaning - Deep cleaning (within agreed timescale) - Use of motorised cleaning equipment e.g. floor scrubber, carpet cleaner (within agreed timescale) • Time management and the ability to reprioritise as necessary 		
Communication Skills	<ul style="list-style-type: none"> • Ability to escalate concerns in a timely manner to the nurse in charge • Effective verbal and written communication skills 		A, I
	<ul style="list-style-type: none"> • Good understanding of confidentiality 		A, I

Personal and People Development	<ul style="list-style-type: none"> • Able to work in accordance with the Trust Values and Behaviours • Able to work flexibly and co-operatively as a reliable member of the team • Committed to continual quality and service improvement • Committed to promoting a positive image of people with renal conditions • Self-awareness and committed to continual personal development 		A, I
Physical Requirements	<ul style="list-style-type: none"> • Ability to work alone • Able to undertake high and low level cleaning / dusting (may need to use a ladder) • Ability to work with cleaning products and dust <p>*Ability to organise & prioritise work so that duties are completed within given time scales</p> <p>*Physically fit & active</p>		A, I
Other	This post is subject to a satisfactory Disclosure		A, I

	and Barring Service check		
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***Assessment will take place with reference to the following information:-**

A=Application form

I=Interview

C=Certificate