

North Bristol NHS Trust

Exceptional healthcare, personally delivered

Job Description

Job Details

Job Title: PST Domestic Operative

Grade: Band 2

Directorate: Facilities

Location/Base: Southmead Hospital

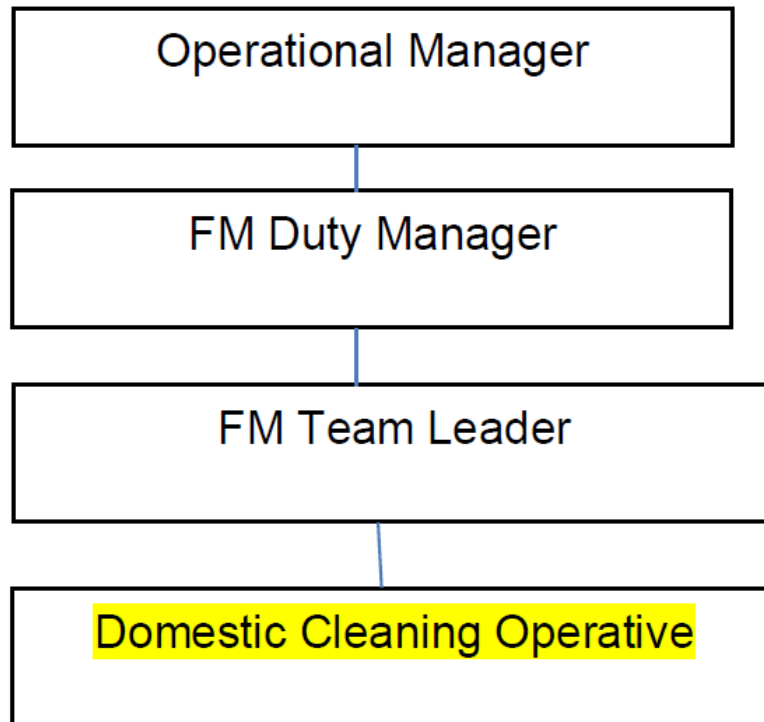
Job Summary

To work as part of the FM operational team, responsible for providing a comprehensive patient support service in the hospital environment.

This will involve carrying out the following Facilities Management functions:

- The primary function is general cleaning within the hospital environment, including clinical and patient areas such as the Emergency Department, Theatres, patient bedroom / bathrooms along with all other non-clinical areas, such as infection cleans, office and public areas. You will be required to work in any of the areas following the required training.
- To provide a high quality responsive, efficient and effective patient support service to wards and departments in North Bristol NHS Trust acting in a caring and professional manner.

Organisation Chart/Accountability



Knowledge, Training, Experience And Skills Required

Knowledge

- Understanding of domestic service activities in relation to NHS cleaning and standard and the associated local cleaning frequency schedules.
- Understanding of Departmental and Trust Health and Safety policies, written systems of work and Departmental rules and procedures
- Understanding of general cleaning and some Portering tasks in line with operational requirement.

Training

- NVQ level 1 in cleaning, customer and support services or equivalent experience
- Mandatory training in infection control, COSHH, food safety, fire safety, manual handling and all other training deemed mandatory to the role
- Trust, Patient Support/Directorate Services induction training
- On the job induction training

Experience

- Working in a busy multi-faceted environment
- Working in a team based environment

Main Duties & Responsibilities Of The Post

- Carrying out daily duties as instructed by PST Team Leader and/or the FM Duty Manager.
- General/routine cleaning of the wards, clinical and non-clinical departments/offices, communal areas and public areas and toilets in line with the local cleaning schedules as designated.
- Assisting in any infection control deep cleans as directed by the PST Team Leader and/or the FM Duty Manager.
- Ensuring that all barrier nursing and infection related PPE is fully utilised in line with the displayed signed on patient doors.
- Ensuring that all cleaning materials are used in accordance with mandated facilities processes e.g. one cloth and one mop per each patient room.
- Ensuring that your designated cleaning cupboard and cleaning trolley is kept clean, if fully stocked to the agreed PAR levels and is well organised at all times.
- Ensuring that all designated cleaning equipment in your area is thoroughly cleaned and appropriately sterilised after use in order to minimise the spread of infections. This should include replaceable parts e.g. filters in vacuum cleaners, floor pads on Vispa's, water storage tanks etc.
- Carrying out cleaning in accordance with the local frequency schedules and procedures.
- Assisting with any corrective actions that may be identified as part of the frequent auditing of cleanliness and the patient environment.
- Ensuring that correct and safe methods of work are employed at all times with extra care shown to the safety of patients, staff and visitors.
- Assist in the receipt and storage of delivered provisions as required and as directed by the PST Team Leader and/or FM Duty Manager
- Replenishing all consumables in designated areas in line with local frequency schedules i.e. toilet paper, soap and paper towels.
- Disposable of waste through the appropriate waste stream in line with Trust Policy and Procedures.
- Ensuring that the waste hold areas are kept clean, tidy and well organised as required.
- Checking of equipment prior to use, to ensure all faults are reported to the supervisor as they develop.
- Reporting any accidents/dangerous occurrences to the PST Team Leader and participating in the completion of all related accident from paperwork (Datix).
- Assist with some elements of patient movement activities as required and as directed by PST Team Leader.
- Assist with receipt and distribution of product via AGV delivery schedules, as required and as directed, by the PST Team Leader (e.g. Linen, Waste Streams, Consumable Products, Patient Samples etc.)
- Assist with delivery of products manually in the event of AGV failure/non-compliance as directed by PST Team Leader.
- Attend relevant statutory and non-statutory training.
- Carry out duties in accordance with departmental training and Trust policies and codes of practice.
- Complete of timesheets and work logs/schedules or other attendance system as required.

Working Conditions / Effort

Physical Effort

- Duties involve standing/walking for long periods of time during the shift
- Duties may involve undertaking physically demanding tasks e.g. unloading cleaning products and stacking in cleaner's store, the movement of patients.

Mental Effort

- Being aware of health and safety implications involved in duties and their potential effect on others e.g. remembering to use a wet floor sign when cleaning floors, using correct PPE for barrier nursing patient rooms etc.
- At ward level keeping a professional distance from patients and ensuring confidentiality at all times
- Working to schedules within pre-set time constraints.

Emotional Effort

- Whilst working at ward level being able to cope with witnessing distressing sights of patients who are very ill and may be at the end stages of life
- In the course of your duties, you will need to be sensitive when coming into contact with patients and members for the public who may be experiencing high levels of stress and anxiety.

Working conditions

- You will be expected to display a professional image at all times
- You will be required to wear clean official uniform and covered in low-heeled footwear.
- You will be expected to comply to the department and trust policies relating to uniform and the wearing of jewellery, nail polish etc.
- You will be expected to adhere to the colour code system and to wear the designated gloves.
- You will be required to clear body fluid spills as a secondary clean when necessary in accordance with laid down procedures and using protective equipment.
- You will be expected to act in a courteous manner to all staff, visitors and patients.
- Duties will involve working bank holidays when required to meet the needs of the service.
- When working at ward level you will be expected to use alcohol gel on entering the ward and to thoroughly wash hands frequently and after completing tasks
- Following training you will be required to complete hydrogen peroxide misting processes in patient rooms, in accordance with infection prevents and control practices.

Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work, which will be further strengthened through becoming a Foundation Trust.

Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Department if they are suffering from any form of infection which may put patients and other staff at risk.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying

Health and Safety/Security

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)

No-Smoking Policy

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

Equal Opportunities

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff holds personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly all staff has a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

Harassment and Bullying

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

Safeguarding

North Bristol Trust is committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff is expected to share this commitment and meet the competencies relevant to their role.

Job Description Agreement

Completed by.....

Authorised by.....

Date.....

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made.