

Job Description

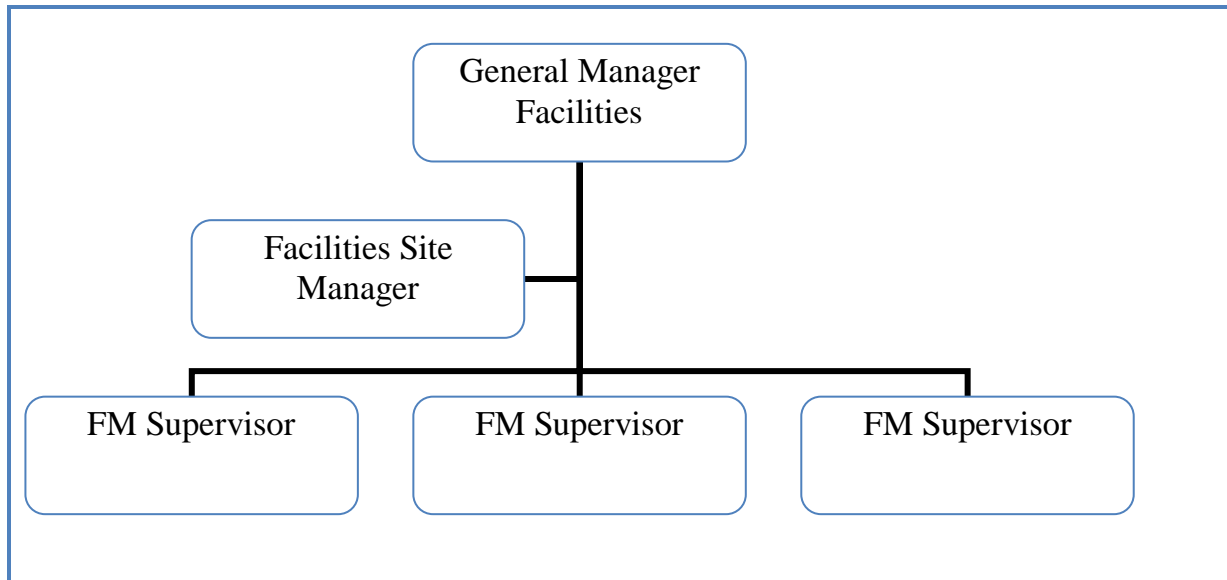
JOB TITLE	Bank Healthcare Cleaner
GRADE	Level 2
REPORTS TO	Facilities Supervisor
ACCOUNTABLE TO	Facilities Site Manager
DEPARTMENT	Facilities
DIVISION	Trust Wide services DATE: February 2019

JOB PURPOSE:

Healthcare Cleaners work as part of the Facilities and ward team to provide and maintain the highest standard of domestic services ensuring a clean, safe and comfortable environment is maintained at all times across the University Hospitals of Derby and Burton.

Staff must be flexible, adaptable and work to support clinical staff, who have responsibility for patient care on wards and departmental areas where there is high activity and frequent change.

ORGANISATIONAL CHART



DIMENSIONS

The Domestic service is provided as part of the wider Facilities Service delivering a high standard of cleaning in areas of high activity with frequent change.

KEY RELATIONSHIPS

Internal

- Patients, line managers within Facilities Management and other colleagues and wider Trust staff at all levels clinical and non-clinical

External

- Visitors

KEY RESULT AREAS:

- Deliver the highest standards of cleaning service to the ward at all times observing work schedules and The National Specifications for cleanliness in the NHS 2007 requirements.
- To deliver good principles of customer care ensuring helpfulness, awareness and compassion to patients, visitors, staff and colleagues
- Ensure that infection control guidelines are followed.
- Emptying waste bins and refuse containers, bagging refuse (according to waste disposal policy)
- Ensure supplies of paper hand towels, soap, toilet paper, kitchen rolls are maintained
- Suction clean or dust control mop all hard floors
- Damp mop, machine scrub, rinsing and drying and buffing hard floors and the use of steam cleaners. Suction clean carpets, stain removal, skim pad and shampooing.
- Strip and re-sealing of floors
- Damp wiping of all furniture, fixtures and fittings, ledges, pipes, tiles, glass partition, walls, doors and panels, internal window blinds
- Cleaning of all sanitary areas, washbasins, sinks, sluices, clean and dirty
- High dusting all ledges, surfaces and pipes
- Changing window nets, curtains, screen and bed curtains wipe/wash net and shower curtains periodically the making of beds on residential areas.
- Cleaning interiors of cupboards, wardrobes and drawers
- Dealing with emergencies as they occur spillage, floods, blood, vomit, urine, etc
- There may be a requirement to support catering related duties - dishwashing, Collection of water jugs and glasses, transfer to kitchen areas thoroughly wash, rinse, and dry. Fill with fresh water and re-distribute to patient areas
- Check and clean ward refrigerator discard out of date food. Ensure all refrigerated food is labelled and stored correctly (to comply with departmental policies)
- Ensure all waste streams are segregated and disposed of in accordance with legislation.
- Ensure that all cleaning responsibilities are followed in accordance with daily, weekly and deep cleaning schedule in all risk areas
- To work co-operatively with colleagues as part of the team and perform additional duties as and when directed by the Facilities site manager Supervisor/ Catering Manager
- Clean and maintain all domestic equipment

- Support the in the curtain changing programme

Person Specification

Communication and relationship skills (include internal/external contacts)

- The ability to communicate with all levels of staff and members of the public.
- Respond to patient/visitor enquiries in accordance with Trust procedures.
- Able to work as part of a team or on your own depending on service needs
- Able to use own initiative and common sense.
- Customer focussed, demonstrating values, attitudes and behaviours of the Just Culture of the Trust.
- To respect and support and diversity of patients, visitors and staff as well as immediate colleagues

Knowledge, training and experience

No formal qualifications are necessary, but the post holder must be willing to undertake necessary training to the role to acquire knowledge and skills as follows:

- Basic Numeracy & Literacy skills.
- Have a working knowledge of routine work procedures and equipment relevant to post.
- Knowledge of cleaning procedures and Manual handling techniques.
- To work towards NVQ Level 1 or 2 in Cleaning Building Interiors.
- Knowledge of COSHH (using chemicals safely.)
- To work towards Customer Service NVQ Qualification
- Undertake relevant IT training
- Attend Trust Induction, Manual Handling, Fire Awareness.
- Have the ability to follow instructions.
- Be calm, focused and able to cope with work under pressure.
- Have knowledge of Health & Safety Policies and work procedures.
- Have knowledge of Infection Control Policy, Guidelines and Procedures.

Analytical and judgemental skills

- Able to make judgements involving job related situations.
- The post holder can make decisions as to the order of work at their own discretion to fit in with ward/departmental procedures, priorities and patient needs.

Planning and organisational skills

- Ability to organise own day to day work tasks or activities from the work schedule
- Attend meetings as necessary with the department or line manager

Physical skills

Operate mechanical and electrical machinery safely and effectively;

- Ability to manipulate trolleys and all types of cleaning equipment (electrical and manual).
- Physically fit and able to lift and /or use pieces of equipment such as
- Vacuum Cleaners; Scrubbing Machine; Carpet Shampooer; Dishwashing equipment; Toasters; Microwaves; Hot water boilers/kettles; Removal of spillages; Floor Mopping equipment; Food Trolleys; Waste bins; Steam cleaner machines

Responsibilities for patient / client care

- Provide a support service throughout the organisation to ensure that the environment is clean and safe for patients, visitors and staff.

Responsibilities for policy and service development

- Ability to follow procedures in own role to ensure that the department is run in an efficient and safe manner.
- Implement department policy and attend all relevant training.
- Follow all standard operating procedures
- Knowledge of COSHH (using chemicals safely)
- Completion of paperwork relating to request for leave, sickness absence and timesheets.
- Reporting of faulty equipment to the Domestic Supervisor or Estates department.
- Completion of staff surveys as necessary.

Responsibilities for financial and physical resources

- Observe a personal duty of care when using equipment.
- Ensure that trust furniture and equipment is cleaned and maintained.
- Ensure that all cleaning chemicals are stored correctly and not over stocked.
- Complete own time sheet.

Responsibilities for human resources

- Demonstrate own duties to new starters.
- Ensure that all mandatory and essential to role training is up to date and recorded.
- Attend appraisal when requested.

Responsibilities for information resources

- Complete all relevant paperwork for own role and department.
- Basic numeracy and literacy skills.

Responsibilities for research and development

- Undertake audits and surveys as necessary for own work.

Freedom to act

- Generally works within an established procedure.
- There will be regular supervision whilst on duty however the post holder will work without

direct supervision and on own initiative on occasion.

Physical effort

- Daily physical effort for a major part of the shift.
- The post holder must be suitably fit and able to undertake the physical duties of the post.
- The post involves manual handling duties and constant movement and standing for duration of the shift e.g. twisting, stretching, bending ,kneeling , lifting, pushing and pulling.
- Moving and handling of heavy cleaning equipment.
- Physically moving furniture whilst cleaning areas e.g. desks , chairs, beds and lockers
- Physical movement of Stores e.g. Cleaning chemicals, Paper Disposals.
- Physical movement of Waste e.g. manually remove household waste and clinical waste to disposal area.
- Physical movement of meal & beverage items as applicable.
- Physical movement of Linen e.g. bags of clean mops from holding area and soiled mops to disposal area.

Mental effort

- General awareness and due care and attention when using machinery working to schedules
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Emotional effort

- Daily exposure for major part of shift on patient areas where patients are ill and often distressed.
- To be resilient and have a mature outlook on life in general.
- Good interpersonal skills to listen and empathise with patients.

Working conditions

- Daily unpleasant working conditions i.e. cleaning toilets and dealing with bodily fluids.
- Accessing areas for cleaning purposes and completing duties within time-scales whilst maintaining an unobtrusive service.
- Regularly working in obnoxious smelling environment e.g. urine, vomit, excrement and receiving requests to remove body fluid spillages in public areas, where applicable.
- Occasionally removing, handling and reporting inappropriately discarded sharps e.g. used needles in public areas.
- Working around patients' needs and clinical service provision.
- Working in an area with terminally ill/end of life and/or aggressive patients.

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

Signed: (Member of staff)		Date	
Signed: (Line Manager)		Date	

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.



Our VISION is to deliver exceptional care together.



Our CARE values are central to everything we do. They are about delivering Compassionate care, with an Approachable attitude, showing Respect, and striving at all times to deliver Excellence in everything we do.

Putting patients first

Right first time

Investing our resources wisely

Developing our people

Ensuring value through partnership

Our PRIDE objectives are about putting patients first, making sure we get it right first time, investing our resources wisely, developing our people and ensuring value through partnerships.

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. All our employees are expected to demonstrate the following behaviours: Compassion, Approachable, Respect, Excellence – the C.A.R.E. values.

Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts 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 employees, 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 employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

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 Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

Data Protection

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

Confidentiality

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

Infection Control

The prevention and management of infection is a key priority for the Trust. As an employee 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).

Health and Safety at Work Act

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

Smoke free Trust

The smoke free policy applies to staff, patients, resident's visitors and contractors.

Research:

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".