

## Surgical Health Group/Directorate

**JOB TITLE:** Housekeeper

**BAND:** 2

**ACCOUNTABLE TO:** Senior Ward Sister (Ward 60)

**REPORTS TO:** Senior Ward Sister

### OUR VALUES

#### CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

#### HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

#### ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

### JOB SUMMARY:

The post holder will coordinate all Hotel Services in the departments and work as part of the clinical team to ensure a clean, safe and comfortable environment is maintained. To work closely with the Senior Matron and Departmental Sister in ensuring the Trust's standards are met. They are focused on maintaining national standards of cleanliness in relation to the direct patient environment and equipment within the ward area.

## **KNOWLEDGE AND SKILLS**

### **Communication and Relationship skills**

- Communicate effectively with other team members
- Communicate effectively with patients and carers, recognising their needs for alternative methods of communication to ensure effective understanding and reporting the outcome to the nurse in charge.
- Ensures effective communication between suppliers, estates and maintenance teams to ensure effective environment and equipment..
- Responsible for ensuring the Senior Sister receives factual, prompt and accurate information regarding stock control and equipment.
- Ensure notice boards display appropriate information to communicate to patients and remove out of date notices.
- Respond effectively to telephone enquiries and taking messages.
- Ability to respond to sensitive situations as required.

### **Knowledge, Training and Experience**

- Uses knowledge and experience to follow agreed policies and procedures.
- Take responsibility for own developmental learning and performance.
- Take responsibility for maintaining a record of own personal development.
- Work with management on any new training requirements for equipment usage.
- To recognise and understand the roles and responsibilities of individuals working in the clinical team.
- Ability to work towards the National care certificate

### **Analytical and Judgemental skills**

- Ensure the maintenance of effective systems, and stock control.
- To manage defective equipment ensuring all defects are logged, reported, recorded and closed down as appropriate.
- To monitor and co-ordinate other ad-hoc maintenance, liaising with the Support Service Helpdesk as required for other services.
- Follows written and verbal instruction to ensure effective running of the clinic and to deliver treatment plans devised by the registered nurse

### **Planning and Organisational skills**

- Responsible for delivering a delegated workload against the needs of patients and service requirements.
- Reports any changes or concerns about the environment, equipment and supplies to the nurse in charge.

### **Physical skills**

- Practices safe moving and handling procedures when moving equipment and supplies.
- Assists patients in a variety of procedures within the clinic and also providing hygiene needs, eating and drinks and toileting if necessary.

## **RESPONSIBILITIES**

### **Responsibilities for Patient / Client Care**

- Responsible for following the HUTH NHS Trust policies and procedures to deliver quality services for the patients.
- Ensure that patients have an appropriate supply of refreshments if required.

### **Responsibilities for Policy and Service Development Implementation**

- Contributes and comments on policies and procedures affecting the clinic or department.
- Follows policy and guidelines informing members of the multi professional team of any changes.
- Work with colleagues in the team on the development of current and new services and other initiatives.
- Alert other team members to issues of quality and risk in the care.
- Develop and maintain the Asset Register.

### **Responsibilities for Financial and Physical Resources**

- Responsibility for the correct use of all supplies to ensure the effective use of the allocated budget.
- Responsible for the cleaning of clinical equipment, maintain cleaning records.
- To ensure the patient's space is respected including attending to patient's property or belongings.
- To reject delivery of materials and equipment that is defective or incorrect.
- Ensuring equipment and furniture/lighting is in good working order and report faults appropriately.
- Report faulty equipment to estates/medical physics department and follow up work that has not been completed.
- To ensure equipment to be returned for reprocessing is stored safely.
- Responsible for the organising maintenance and repair of clinical equipment.
- To ensure equipment to be returned for reprocessing is stored safely.

### **Responsibilities for Human Resources**

- Supports new members of staff during their induction.
- Explains and demonstrates to other team members a range of learnt procedures, assisting them to develop skills.

### **Responsibilities for Information Resources**

- Responsible for providing accurate and timely records on stock levels, ordering, maintenance of equipment and environment using paper and IT based systems, in accordance with trust policy

### **Responsibilities for Research and Development**

- Assist patients to complete satisfaction surveys
- To participate in Environmental Audits and internal monitoring

### **Freedom to Act**

- Works under the direction of a senior Sister and the registered nurses, to ensure the environment, stock and equipment is maintained and available to deliver a range of pre-determined care procedures.

## **EFFORT AND ENVIRONMENT**

### **Physical Effort**

- The working environment is busy and demanding. The post holder will have to assist a number of people at one time, and will be interrupted frequently to meet the needs and requests of staff. The post holder may find the environment to be busy, noisy and will need excellent organisational, time and stress management skills to complete the required tasks.
- Responsible for completing weekly, monthly and 6 monthly stock and environment audits.
- Co-ordinate specialist cleaning when required.
- Ensure that clinic environment is safe and kept tidy
- Carry out a daily environment check and initiate support services if needed.

### **Mental Effort**

- The post holder is required to be adaptable to the changing clinical priorities, which will include responding to emergency procedures.
- Ability to respond to changing environment and the requirements associated with this.
- Work on own initiative ensuring daily routine work is completed

### **Emotional effort**

- The post holder will be working in an environment in which patients undergo a range of treatments and experiences, some of which can be highly distressing.

## **HEALTH AND SAFETY**

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and

procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

### **INFECTION CONTROL**

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

### **SUSTAINABILITY**

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

### **SAFEGUARDING**

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee\* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

*This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.*

## Person Specification

**JOB TITLE:** Housekeeper - Band 2

**DEPARTMENT:** Ward 60 Acute Surgery Hull Royal Infirmary

AREAS	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Good standard of secondary education to GCSE level or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>NVQ 2 or BTEC in health and social care</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Previous experience in the healthcare setting</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience as a housekeeper or similar role within a ward/clinic setting in a hospital</li> </ul>
<b>SKILLS, KNOWLEDGE AND ABILITY</b>	<ul style="list-style-type: none"> <li>Ability to communicate well within a multidisciplinary team (both verbally and non-verbally).</li> <li>Ability to deal with any potentially difficult or sensitive issues.</li> <li>Understanding of confidentiality in the work place.</li> <li>Excellent organisational skills.</li> <li>Ability to prioritise own work load.</li> <li>Understanding of IT systems.</li> <li>Awareness of safety and quality issues within the ward environment.</li> </ul>	
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>Confident, approachable.</li> <li>Ability to work on own initiative.</li> <li>Ability to working within a team.</li> <li>Enthusiasm and motivation to develop knowledge and skills.</li> <li>Professionalism at all times.</li> </ul>	
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>Must be willing to work flexibly</li> <li>Must be willing to work unsocial hours including weekends and bank holidays as the service requires.</li> </ul>	