

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1. Job Details

Job Title	Domestic Assistant
Band	2
Directorate	Estates & Facilities
Department	Hotel / Domestic Services
Base	Trust-wide

Essential Requirements

- Good communication skills
- Able to work as part of a multi-disciplinary team
- Have a flexible approach to work
- Pleasant disposition
- Able to use own initiative

Desirable Requirements

- Previous experience in the Cleaning Industry
- NVQ / City and Guilds Qualifications
- Knowledge of COSHH

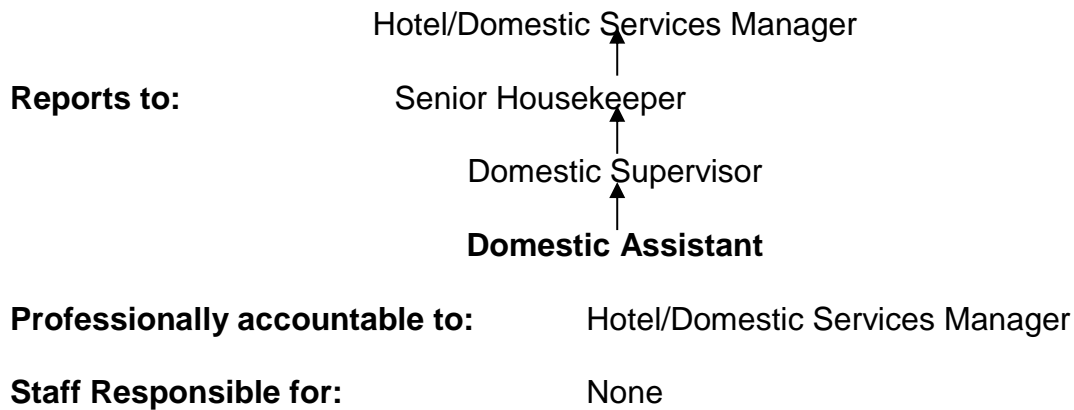
2. Job Purpose

- To perform cleaning and other associated task in any ward, department, operating theatre, laboratory, corridor, catering area, office or residential accommodation as may be required and shall include all or any of the under mentioned tasks, which may include working as a team member

3. Dimensions

- To ensure the highest possible standard of cleanliness is achieved and complying with the National Standards of Cleanliness, and the local Infection Control Policy within given areas to minimise the risk of cross infection for staff, patients and members of the public within Trust premises.
- May be required to work on different sites across the Trust.

4. Organisational Arrangements



5. Knowledge, Training and Experience

- To undertake a comprehensive Departmental Training Programme to include all cleaning procedures / tasks and standards to be achieved (over 6 weeks).
 - Knowledge of Infection Control Policies and Procedures relating to cleanliness and standards of hygiene gained through attendance at courses/lectures.
 - To be aware of all COSHH regulations with all cleaning chemicals / substances used.
 - To receive training for specialist areas i.e. MRI Scanner areas, Laboratory areas, Operating Theatres etc.
 - Knowledge of food preparation and hygiene procedures.
- Annually attend mandatory training on Trust courses i.e. Fire Lectures, Manual Handling, Health and Safety, Security, Customer Care and Equality and Diversity.
- Knowledge of food preparation and hygiene procedures.

6. Skills

Communication and Relationships

- To project, at all times a friendly, helpful, courteous and professional manner to patients, visitors and staff throughout the Trust, whilst being mindful that there may be barriers to understanding.
- The ability to provide and receive job-related information to and from both colleagues and line managers.
- To comply with Uniform Policy i.e. to maintain a clean, tidy appearance, ensuring the appropriate protective clothing and ID badge is worn at all times.

Analytical and Judgemental Skills required for the Post

- Ability to make straightforward decisions on job-related facts both individually and as part of a multi-disciplinary team.
- Reconcile delivery notes for consumable stores on wards and departments.
- Exercise judgement in response to cleaning agents appropriate to location and task.
- Ability to use initiative in response to emergency situations or variations to routine.

Planning and Organisational skills required for the Post

- To be able to organise and prioritise day-to-day tasks.
- Demonstrate flexibility and work in any area of the department where needed.

Physical Dexterity skill requirements

- Expertise in the use of industrial machines is acquired over time during training.

7. Key Result Areas

Patient / Client Care

- Ensuring the highest standard of cleanliness is achieved throughout the Trust.
- Complying with the Departmental methods and Procedures Manual, including waste removal, curtain changing, bed stripping and making.
- Replenish and distribute patients' water jugs.
- Assist in preparation/serving/collection of patients' meals and beverages.

Policy and Service Development

- Comply with Departmental and Trust policies and comment on any service development proposals, which may impact on their ability to perform their duties.

Financial and Physical Resources

- Submit requests for stores to supervisors, depending on need.
- Ensure delivery of cleaning materials / disposables match delivery notes and sign these off.
- Ensure correct storage and delivery of linen stocks to ward / department areas on a daily basis.
- Observe personal duty of care with expensive equipment provide by the Trust.
- Contribute to the identification and minimisation of waste.

Human Resources

- Will help monitor and maintain Health and Safety of self and others.
- Will identify and inform manager of any potential risks.
- Will be expected to facilitate the training of new entrants into the department in terms of working alongside them as a mentor on ward/department areas.
- Will conform to Trust Policy/Procedures and guidelines.

Information Resources

- To accurately maintain records of attendance.

Research and Development

- To participate in any trial of new products or equipment as requested and provide feedback.
- To take part in satisfaction survey or quality audits when required.

8. Freedom to Act

- Supervisors usually available
- To work within guidelines and Trust policies exercising judgement by ensuring day-to-day tasks are carried out effectively in busy/high pressure areas.

9. Effort and Environment

Physical

- Regularly undertakes the following physical tasks: i.e. moving and transportation of equipment, machinery and goods with regards to completing the following tasks;
 - Rubbish removal,
 - Changing of bed/window curtains with the use of stepladders,
 - Suction sweeping, damp mopping, all procedures associated with floor cleaning machinery,
 - Moving and handling of equipment and furniture for cleaning purposes.
- Required to undertake annual moving and handling training.
- Required to undertake health and safety training.

Mental

- Perform a range of duties involving calculations and measurements of chemicals whilst maintaining a safe environment.
- General awareness and sensory attention.

Emotional

- Working to tight schedules.
- Working under pressure.
- May be exposed to emotionally distressing circumstances with regard to patients, patient relatives and visitors.

Working Conditions

- Frequent exposure to highly unpleasant working conditions i.e. hot / cold / humid / noisy environment.
- Exposure to clinical waste with potential risk of;
 - Needlestick injuries.
 - Indirect contact with bagged foul linen
 - Frequent exposure to unpleasant odours and body fluids.
 - Lone workers
 - Isolated geographical locations.
 - Night Shift
- Exposure to hazardous substance i.e. toilet cleaner, floor strippers and other cleaning products.
- Will help monitor and maintain health and safety of self and others.
- Will identify and inform manager of potential risks and take appropriate action to minimise risk.

Agreed Post Holder _____ Agreed Manager _____

Date _____ Date _____

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

JOB TITLE: Domestic Assistant

BAND: 2

SITE: Trust wide

WARD/DEPARTMENT: Hotel Services

	ESSENTIAL Requirements necessary for safe and effective performance in the job.	DESIRABLE Where available, elements that contribute to improved/immediate performance in the job.	ASSESSMENT
KNOWLEDGE	Literate – basic education	Understanding of infection control in relation to cleanliness Understanding of Health and Safety Knowledge of COSHH	
SKILLS	Good communication skills, must be able to communicate with other members of Trust staff Good writing skills	Previous use of cleaning machines and chemicals	
EXPERIENCE		Previous Domestic experience	
QUALIFICATIONS		NVQ / City and Guilds Qualifications	
PERSONALITY/ DISPOSITION	Ability to work as part of a team Ability to work alone, if required Pleasant and flexible Honest and discreet Able to use own initiative		
PHYSICAL	Well presented Ability to cope with physical demands of post		
CORE BEHAVIOURS	Alignment to Trust Values and Core Behaviours		