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## Job Description

**Job Title:** Housekeeper – Band 2

**Hours of Work:** 37.5

**Band:** band 2

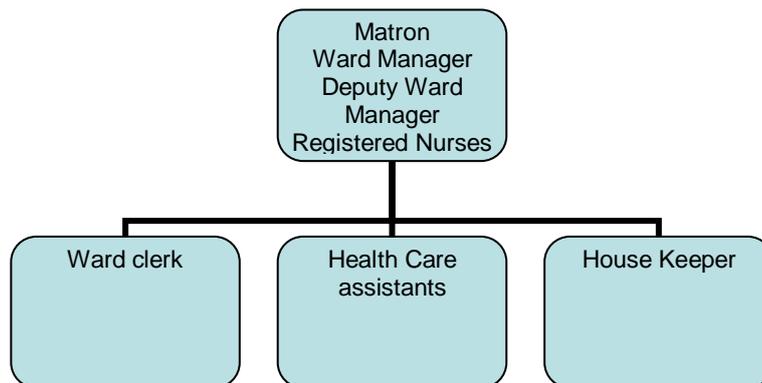
**Department/Ward:** C1

**Division:** AACD

**Base:** Royal Bolton Hospital

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## ORGANISATIONAL CHART



## REPORTING ARRANGEMENTS

**Managerially Accountable to:** **Ward Manager**  
(Reporting) *All registered nurses*

**Professionally Accountable to:** **(Professionally) Registered Nurses**

**(Clinical) Registered Nurses**

**Responsible for:** *General housekeeping responsibilities of the ward*

Our Values

- **Vision**

We have a plan that will deliver excellent health and care for future generations, working with partners to ensure our services are sustainable.

We make decisions that are best for long term health and social care outcomes for our communities

- **Openness**

We communicate clearly to our patients, families and our staff with transparency and honesty  
We encourage feedback from everyone to help drive innovation and Improvements

- **Integrity**

We demonstrate fairness, respect and empathy in our interactions with people  
We take responsibility for our actions, speaking out and learning from our mistakes

- **Compassion**

We take a person-centred approach in all our interactions with patients, families and our staff  
We provide compassionate care and demonstrate understanding to everyone

- **Excellence**

We put quality and safety at the heart of all our services and processes  
We continuously improve our standards of healthcare with the patient in mind

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## DUTIES AND RESPONSIBILITIES

The Housekeeper will support the multi-disciplinary team in the delivery of high quality care to patients and families. Duties include general housekeeping, overseeing ward cleanliness, overseeing maintenance monitoring, ensuring a safe and tidy working and patient environment including clinical areas and any other related duties at the discretion of the ward manager.

### SPECIFIC RESPONSIBILITIES:

To contribute to the day-to-day housekeeping requirements of the whole ward ensuring that it is clean and tidy and that a safe environment is provided for the patients and their families. Tasks include raising queries in relation to restocking of all clinical areas and stocking of laundry, cleaning of equipment, defrosting of fridges, freezers, etc.

- To keep ward clutter free.
- Daily cleaning of equipment
- To provide an initial tidy and wipe down of patients lockers and tables daily.
- To raise queries in relation to the provision of cleaning services
- To manage ordering and stock rotation of the ward in relation to products not provided by external service providers.
- The housekeeper may have delegated responsibility under supervision of the Ward Manager/Service Manager for the sourcing of clinical kit and consumables.
- To assist with the delivery of meals and drinks as necessary.
- To be aware of cost implications and make effective use of resources.
- Ensure the Relatives' accommodation is tidy and raise queries in relation to cleaning services.

- Report damaged / faulty equipment to the service provider ensuring that all medical equipment is decontaminated in accordance with Trust Policy.
- Undertake tasks relevant to role and patient care need, as follows:  
Make safe and clean spillage, including body fluids.

#### **COMMUNICATION:**

- Maintain an effective communication network; both verbal and written, informing nursing staff of all matters which would normally be referred to a more experienced person.
- Assist in maintaining, recording and storing non-patient information, including electronic data, within the department.
- Liaise with other service providers to support the efficiency of the unit.
- Meet and welcome patients/families and familiarise them with the environment.
- Transport messages to other departments as requested.
- Maintain good relationships with team members, patients/carers, and visitors to the unit. Provide assistance when necessary.

#### **ORGANISATION:**

- Unpack supplies and restock agreed areas daily in relation to products not provided by external service providers.
- Check and put away all non-controlled pharmacy products.
- Maintain safe storage of equipment. Check and tidy equipment stores as required.
- Raise queries in relation to planned maintenance of fixtures, fittings and equipment.
- Raise a service call for faulty equipment and location of loaned equipment. Liaise with wards/departments and external service providers to ensure equipment is returned.

#### **INFECTION CONTROL:**

- Dispose of clinical and other waste, sharps and soiled linen to a central collection point in line with Trust policy.
- Disinfect, assemble and dismantle equipment for cleaning purposes only in accordance with manufacturer's instructions.
- The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

### **STAFF DEVELOPMENT:**

- Participate in KSF Review. Develop an annual Personal Development Plan to identify Training and Development needs in line with personal and organisational objectives. Maintain a KSF Portfolio.
- Sustain and improve own development by using opportunities provided by the Trust.
- Assist with induction programmes for newly appointed staff.

### **QUALITY AND STANDARDS:**

- Be proactive in improving patient satisfaction, taking every opportunity to defuse and pre-empt possible complaints.
- Contribute to quality standards including Clinical Governance and CNST initiatives.
- Treat all staff, patients, visitors and other colleagues equally and with dignity and respect, irrespective of race, creed, age, disability etc.

### **LEGAL AND CORPORATE RESPONSIBILITIES:**

- Undertake all appropriately delegated roles to a high standard.
- Adhere to Trust and departmental policies and procedures.
- Contribute to the prevention and management of untoward incidents and the maintenance of security of the ward/unit and personal belongings of staff, patients/clients and visitors.

### **HEALTH, SAFETY AND SECURITY:**

- All employees have a duty to report any accidents, complaints, defects in equipment, near misses and untoward incidents, following Trust procedure.
- To ensure that Health and Safety legislation is complied with at all times, including COSHH, Workplace Risk Assessment and Control of Infection.

### **CONFIDENTIALITY:**

- Working within the trust you may gain knowledge of confidential matters which may include personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

### **DATA QUALITY:**

- All employees are reminded about the importance of Data Quality and staff should make themselves aware of both departmental and corporate objectives for Data Quality.

- Data Quality forms part of the appraisal and objective setting process for staff responsible for data entry and data production; staff should ensure that they adhere to policies and procedures at all times. Failure to do so may result in disciplinary action being taken.

#### **CODES OF CONDUCT AND ACCOUNTABILITY:**

- You are expected to comply with relevant Bolton NHS Foundation Trust codes of conduct and accountability.

#### **INFECTION PREVENTION AND CONTROL:**

- You must comply with all relevant policies, procedures and training on infection prevention and control.

#### **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:**

- You must comply with all relevant policies, procedures and training on safeguarding and promoting the welfare of children and vulnerable adults.

#### **VALUING DIVERSITY AND PROMOTING EQUALITY:**

- You must comply with all relevant policies, procedures and training on valuing diversity and promoting equality.

#### **TRAINING:**

- Managers are required to take responsibility for their own and their staff's development.
- All employees have a duty to attend all mandatory training sessions as required by the Trust.

Any other general requirements as appropriate to the post and location

**The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the postholder.**

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Date Prepared: 14.4.21

Prepared By: Lucy Bradshaw

PERSON SPECIFICATION

**Job Title:** Housekeeper

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>ATTAINMENTS</b>			Application Form Certificates
<b>EXPERIENCE</b>	Experience of working in health care setting with a range of client groups. Experience of working within a team/team environment	Experience of working in NHS	Application Form Interview References
<b>SKILLS</b>	Evidence of Numerical & Verbal reasoning Non-judgmental Effective communication skills	Basic computer literacy Formal qualifications, general studies & healthcare	Application Form Interview References
<b>KNOWLEDGE</b>	Basic understanding of local healthcare services	Understanding of current issues within the NHS	Application Form Interview References
<b>OTHER</b>	Able to work with vulnerable adults Good organizational skills and ability to work independently.	Able to move and handle equipment and people	Interview Pre-employment checks DBS check

**Date Prepared:**