

**AVON & WILTSHIRE MENTAL HEALTH PARTNERSHIP NHS TRUST
JOB DESCRIPTION**

Job Title: Hotel Services Assistant -Housekeeper

Pay Band: Band 2

Responsible to: Supervisor / Manager

Base: Hillview Lodge

Hours: Various

Job Purpose

Housekeepers support the Nursing Staff to provide an appropriate environment for patient care. Duties will include general cleaning of all Ward/Departmental areas and the preparation and presentation and service of Patients meals and beverages.

Housekeepers will be expected to demonstrate a flexible attitude to their work to meet the needs of the Ward and the Patients.

Housekeepers are expected to work in a controlled and systematic way in an environment where there may be constant distractions and contact with service users displaying disturbed and challenging behaviour on a frequent basis.

AWP Recovery Statement

We in AWP place recovery and reablement at the heart of our service.

Therefore we all demonstrate the recovery principles of:

- _ Hope
- _ Partnership
- _ Maximising opportunities every day, in all that we do.

Organisational chart:

See attached sheet

Dimensions:

Budget Managed: See attached sheet

Number of staff responsible for: See attached sheet

Number of sites working across: See attached sheet

Key Result Areas

HOUSEKEEPING

1. Cleaning in all areas to the agreed NHS specification (including but not limited to National Standards of Cleanliness, CQC outcomes and PLACE, and in line with local schedules. Areas will include but not be limited to service user bedrooms, communal areas, sanitary areas, clinic rooms, kitchens, offices, corridors. To replenish stocks of disposable items, i.e.: paper hand towels, soap. Working in accordance

with all relevant Health and safety procedures at all times e.g. COSHH, Manual Handling

2. Completion of cleaning records signing off areas completed and noting areas those areas that are inaccessible.
3. Highlighting to the Nurse in Charge or Hotel Service Supervisor areas of concern e.g. on-going issues around access
4. Adhering to all aspects of Infection Control to ensure the potential for spread of infection is minimised.
5. Working in accordance with the National Colour Coding guidance
6. Carrying out termination cleans in line with Trust policy
7. Carrying out isolation cleaning in line with Trust policy
8. Completing and documenting a scheduled deep cleaning programme for the specified area
9. Collection and storage of waste from locations according to the Hospital waste disposal policy.
10. Complete other cleaning duties as required. This will include items such as wheelchairs, commodes, trolleys, furniture/fittings, internal glass and wall washing.
11. Report all sightings of pests to the Hotel Services Office.
12. Change soiled screen, cubicle and window curtains as required under the direction of the Hotel Services Supervisor.
13. Receive and store clean laundry/linen. Remove full soiled linen bags to the collection point. Replace linen bags as required.
14. Operation of a range of cleaning equipment including floor cleaning equipment, steam cleaners etc ensuring their safe and effective use
15. Assessing condition of equipment and reporting defects.

CATERING

1. Receipt of chilled meals and stores, checking for quantity, quality. signing for all goods received, temperature checking chilled and frozen foods and recording the temperatures. Ensuring any unacceptable temperatures are reported to the Hotel Services Supervisor.
2. To ensure the correct storage and rotation of chilled meals and stores.
3. Regeneration of chilled/frozen meals, according to guidelines and food safety instructions. Under Nursing supervision to serve all meals, ensuring correct portioning and presentation of meals.
4. Monitoring, recording of food temperatures, taking remedial action as required. Monitoring and recording of fridge and freezer temperatures.
5. Washing by machine all crockery, cutlery and utensils

GENERAL

1. Ensuring the security of all stock, monitoring stock levels and re-ordering on a top up basis.
2. Reporting maintenance faults to the Hotel Services Office in accordance with local procedure
3. Undertaking flushing of water outlets in accordance with the agreed schedule. Completion of flushing records.
4. Assisting with the refitting of anti ligature dispenser holders as appropriate
5. Maintain high standards of personal hygiene.

6. Ensure all information appertaining to Patients and staff is kept confidential.
7. Any other duties within the hotel services functions as may reasonably be requested and as appropriate to band.

Health & Safety

1. Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- a) Take reasonable care of themselves and for others at work.
- b) To co-operate with the Trust, as far is necessary to enable them to carry out their legal duty.
- c) Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work.
- d) Work at all times, within the statutory requirements of health and safety, hygiene, manual handling and fire regulations.

Communications and Working Relationships

Hotel Services team

Estates team

Service Users

Nursing team

Modern Matron

Educational staff

Ward Manager

Social Services staff

Medical staff

CPNs

Visitors/relatives

External visitors eg EHO, CQC

Policies and Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet (Ourspace) or from your manager.

In particular, attention is drawn to the Trust's arrangements in relation to safeguarding children and vulnerable adults as well as infection prevention and control.

All employees are expected to be familiar with the Trust's approach to risk management, take a risk management approach to their own work and take responsibility for the management of the risks they own.

Confidentiality

Much of the work is of a confidential nature. This means that no discussion should take place about the care, needs, or activities of any service user, except in the clear interest of that service user or other members of staff. Staff are reminded that personal information concerning colleagues is also confidential

Equality and Diversity

Avon and Wiltshire Mental Health Partnership NHS Trust is committed to the fair treatment of all people, regardless of their gender, gender re-assignment, race, colour, ethnicity, ethnic or national origin, citizenship, religion, beliefs, disability, mental health needs, age, domestic circumstances, social class, sexual orientation, ex-offender status, political allegiance or trades union membership. The Trust requires all of its employees to treat all of its stakeholders including colleagues, service users, carers and their visitors with dignity and respect.

Smoking

Smoking by Trust Staff is not permitted whilst on duty whether that be on Trust premises or grounds or out in the community. Staff must also be mindful of public perception and must therefore not smoke whilst travelling in Trust identified vehicles or when in uniform or can otherwise be identified as Avon and Wiltshire Mental Health Partnership NHS Trust staff.

Review

These duties are intended to be a guide to the post and should not be considered exhaustive. It is subject to review, depending on the needs of the department. The postholder will be encouraged to participate in any such review. The Trust is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

Person Specification

Housekeeper

Band 2

Essential knowledge, skills and experience

Able to demonstrate good written and verbal communication skills

Basic numeracy skills

Able to follow a written schedule of work

Able to work on own initiative and unsupervised within the parameters set by the Supervisor who is readily available to provide direction as required.

Able to complete essential training within agreed timescales to include:

Level 2 Food Hygiene certificate & COSHH Awareness

Basic computer literacy

Able to demonstrate a good understanding of confidentiality

Desirable knowledge, skills and experience

Previous experience of Housekeeping Duties

Previous experience of use of cleaning equipment

Previous experience of Catering Duties

Food Hygiene Awareness

NVQ 1 in Cleaning and support services