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| **Post Title: Domestic Services Assistant** | **Post Reference:** |  |
| **Summary of the Role:**   * To maintain the levels of cleanliness throughout the hospital environment to the laid down standards based on the National Standards of Cleanliness and ensuring that a continuity of service is maintained whilst adhering to all relevant policies and procedures. | | **Reports to:**   * Domestic Services Supervisor * Domestic Services Manager |
| **Working Relationships & Contacts**  Key relationships include:  The post holder is expected to liaise with other members of domestic staff to enable the fulfilment of their duties. Where their duties bring them into contact with other groups e.g. other Trust staff, patients and their visitors / carers, a professional working manner should be adopted. When this contact includes members of the general public, common courtesy should be shown*.* |
| **Key Responsibilities** | |  |
| * To undertake cleaning duties as detailed within the domestic method statements, following cleaning schedules and COSHH guidelines. * Ensure compliance with all aspects of Health & Safety legalisations and correct use of PPE. * To maintain the hospital environment as laid down in the National standards of Cleanliness. * Undertake rectifications from the cleaning audit action plans and showing continually improvement. * Assist with beverage service as required and agreed. * Thorough and hygienic cleaning of all domestic equipment and storage areas * To attend Trust or required training courses that is relevant to the post as a domestic. * Request and replenish of all cleaning products through effective stock ordering * Maintain a high level of personal hygiene * Adherence to all Trust / CDD Services and Departmental policies and procedures. * Checking of all equipment before use and report any faults and defects to supervisor/manager * Recording and maintaining records as required * Reporting of any estates issues that have an impact on the cleaning services that you provide. * Undertake any other domestic orientated duties as required.   **Specialist Cleaning Activities**   * To undertake any specialised cleaning (HPV cleaning) as and when instructed by a supervisor or manager following appropriate protocols and completion of associated documentation.   **Food Preparation (where appropriate):**   * Safely re-generate cook chill meals as per Food Hygiene standards. * Check temperature of food before and after re-generation. * Clean chiller cabinet and re-generation oven and de-frost refrigerators/freezers. * Prepare tables and/or trays for patient meals, clear away, load/empty dishwasher (or wash up cutlery and crockery) and replenish condiments. * Prepare food, including salads, sandwiches, jacket potatoes, custard, gravy etc and patients’ beverages as required.   **General**  The above list is not exclusive or exhaustive; the post holder is expected to be co-operative and flexible in line with the needs of the post, department and the needs of the business. | | |
| **Job Dimensions:**  (Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment) | | **Performance measures and KPIs** |
| Provide a courteous efficient cleaning service within the trust.  To project a friendly and professional attitude to all patients, staff and visitors and to demonstrate product knowledge when enquires are made.  Ensure that communication channels are maintained between appropriate staff / visitor / patient groups with regard to cleaning hygiene.  Work in a safe manner so that no other persons are put at risk whilst cleaning duties are being performed.  Initially deal with any complaints / comments regarding the service in a courteous manner from Trust staff or patients. | | KPI target scores |
| **Person Specification:**  (Please state Essential (E ) or Desirable (D) | | |
| **Knowledge and Skills**  Support Services in Healthcare (NVQ Level 2) and / or NVQ Level 2 in Customer Care or equivalent. Certificate in Infection Control Level 2 (D)  Willing to work towards above (E) | **Experience**  Worked within a customer facing environment and experience of working within a fast paced team. (D) | **Qualifications**  Good written / verbal communication skills, flexible, motivated, keen, able to work as part of a team & individually and must have good levels of personal hygiene. (E) |
| Core Behaviours | Patients, public and staff have helped develop the Trusts’ Behaviours Framework of Values that inspire passion in the NHS and that should underpin everything it does. The NHS values provide common ground for co-operation to achieve shared aspirations, at all levels of the NHS. The post holder is required to commit to delivering the actions in the Trust’s Behaviours Framework:  **Working together for patients**  Patients come first in everything we do. We fully involve patients, staff, families, carers, communities, and professionals inside and outside the NHS. We speak up when things go wrong.  **Respect and Dignity**.  We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits.  **Commitment to quality of care**.    We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience – right every time.  **Compassion**.  We ensure that compassion is central to the care we provide and respond with humanity and kindness to each person’s pain, distress, anxiety or need.  **Improving lives**.  We strive to improve health and wellbeing and people’s experiences of the NHS.  **Everyone counts**.  We maximise our resources for the benefit of the whole community, and make sure nobody is discriminated against or left behind.    All employees are required to promote high quality care and good health and wellbeing through the enduring values described by the Department of Health: “The 6Cs – care, compassion, competence, communication, courage and commitment.”  **Duty of Candour**  All employees are required to comply with the Statutory Duty of Candour: The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not information has been requested and whether or not a complaint or a report of that provision has been made | |
| Leadership Behaviours | All managerial and supervisory posts are expected to follow the principles of being a Great Line Manager and specifically be aware of, understand, and apply fair employment policies/practices, and equality and diversity principles and legal obligations. Commit to developing staff preferences, promoting flexible working arrangements, and encourage change of working practice following major life changing events.  All managerial and supervisory posts will ensure compliance with Trust policies and procedures and clinical guidelines.  All managerial and supervisory posts must ensure staff have equal access to career progression and are appraised annually and have a PDP. | |