

## Job Description

**Date:** March 2017  
**Job Title:** Housekeeping Assistant  
**Hours of Work** 37.5 Hours – Shift work on day/night rotation

### **Main Purpose of Job:**

To ensure a high standard of hygiene and cleanliness across the Nightingale Hospital.

### **Position in Organisation:**

- Reports to the Housekeeping Supervisor and Hotel Services Manager
- Liaison with all departments

### **Limits of Authority:**

- Supports the Housekeeping Supervisor in the completion of daily, weekly and annual cleaning schedules

### **Key Tasks/Scope of Job:**

1. Cleaning
2. Health and Safety
3. Professional Development
4. Other

## **Duties and Responsibilities**

### **1. Cleaning**

- To carry out basic cleaning tasks in all areas of the hospital in line with correct cleaning schedules and processes
- Vacuuming, mopping, dusting and rubbish disposal in your allocated area
- Replace dirty linen and make beds inclusive of under blankets, sheets, duvets and pillows
- Ensure that emergency situations (eg flood or spillages) are dealt with in a timely manner
- Report any repairs that are required to the maintenance team
- Maintain all cleaning equipment and materials in a safe and sanitary manner
- Maintain consumables and laundry stock in allocated areas
- Deputise for the Housekeeping Supervisor in their absence as appropriate
- Support other members of the team

### **2. Health and Safety**

- To be aware of and fully understand Health & Safety hospital policies and government legislation; adhering to it at all times when carrying out duties
- To be aware of and fully understand Infection Control hospital policies and government legislation; adhering to it at all times when carrying out duties
- To be aware of and fully understand COSHH hospital policies and government legislation; adhering to it at all times when carrying out duties
- To be aware of other relevant hospital policies or government legislation; adhering to them at all times when carrying out duties
- To bring Health and Safety issues to the attention of the person in charge

### **3. Professional Development**

- To participate in training
- To ensure that mandatory training is undertaken as required
- To participate in the appraisal process in line with hospital policy

### **4. Other**

- To demonstrate an awareness of customer care and present a positive, courteous and helpful attitude when dealing with colleagues, patients and relatives
- To present a professional and efficient image at all times

*Nightingale Hospital reserves the right to vary these duties from time to time, or require the job holder to undertake additional duties within their general scope of qualifications, skills and experience.*

## Person Specification

**Job Title:** Housekeeping Assistant

	<b>Essential</b>	<b>Desirable</b>
<b>Education /Qualifications</b>	<ul style="list-style-type: none"><li>▪ Basic level of education</li></ul>	<ul style="list-style-type: none"><li>▪ GCSE Maths and English or equivalent</li><li>▪ NVQ or equivalent in Cleaning</li></ul>
<b>Work Experience</b>	<ul style="list-style-type: none"><li>▪ Experience in a customer service role</li></ul>	<ul style="list-style-type: none"><li>▪ Previous experience working in a hospital</li><li>▪ Previous experience working in a housekeeping department</li></ul>
<b>Skills/Knowledge/Aptitude</b>	<ul style="list-style-type: none"><li>▪ Good communication skills – both reading and verbal</li><li>▪ Basic numerical skills</li><li>▪ Ability to work as part of a team and take direction</li><li>▪ Good Interpersonal skills</li><li>▪ Readiness to accept direction</li><li>▪ Ability to prioritise tasks</li><li>▪ Able to work under pressure</li><li>▪ Able to issue clear, reasonable instructions</li></ul>	<ul style="list-style-type: none"><li>▪ Understanding of Mental Illness</li><li>▪ Knowledge of COSHH and other relevant legislation</li></ul>
<b>Motivation</b>	<ul style="list-style-type: none"><li>▪ Keen to develop self</li></ul>	<ul style="list-style-type: none"><li>▪ Desire to work in the area of Mental Healthcare</li></ul>
<b>Impact on Others</b>	<ul style="list-style-type: none"><li>▪ Ability to present self in a confident manner</li><li>▪ Awareness of effect of self on others</li></ul>	<ul style="list-style-type: none"><li>▪ Ability to communicate with Colleagues, patients and visitors</li></ul>
<b>Requirements</b>	<ul style="list-style-type: none"><li>▪ Regular and punctual attendance</li><li>▪ Ability to work shifts Day/Night/Weekends</li><li>▪ Able to work flexibly to meet the needs of the business.</li></ul>	

### Requirements for All Staff

#### Health & Safety

It is the responsibility of all employees to work together to achieve a healthy & safety environment, and to take reasonable care of themselves and others, and particularly in relation to immunisation status etc. Specific individual responsibilities for health and safety will be outlined under key responsibilities for the post.

#### Equality & Diversity

It is the responsibility of all employees to support the Capio Nightingale vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Policies.

#### Confidentiality

In the course of your employment you will have access to confidential information of a personal and/or clinical nature, including information relating to the hospital patients, employees and other parties. You must not use such information for your own benefit nor disclose it to other persons without consent and the party concerned unless required by law to do so. This applies both during and after the termination of your employment. Any breach of confidentiality during employment may be regarded as serious misconduct and could lead to summary dismissal.

### **Performance Appraisal and Development**

Capio Nightingale is committed to providing a high quality service through the effective management and development of its employees. All employees of the Company should be dedicated to providing a quality service and Performance Appraisal is of assistance to both employees and Supervisors in allowing comparison between the standards achieved with the standards expected. Appropriate measures can be agreed and any deficiencies rectified through identification and delivery of personal development needs. In addition to the continuous cycle of performance management of a formal and informal nature, all employees will receive a formal appraisal of their work, development needs and a review of their thoughts and aspirations on an annual basis.

### **Statutory and Mandatory Training**

It is the responsibility of the individual employee to ensure that all required statutory and mandatory training is undertaken as necessary and that refresher training is undertaken appropriately.

### **Safeguarding Children and Vulnerable Adults**

This is a regulated position and the post holder will be subject to an enhanced Disclosure & Barring Service check upon appointment, and every 5 years thereafter.

We are committed to safeguarding children, young people and vulnerable adults within our care. As an employee you are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or vulnerable adult. We will support you in this process by providing training, support and advice. There is a safeguarding lead who can be contacted for guidance and who provide safeguarding supervision. We work in partnership with key agencies to protect children, young people and vulnerable adults. For children you should be aware of your responsibilities detailed in the '4 Local Safeguarding Children Boards Child Protection Procedures' and for vulnerable adults in the Safeguarding Adults Policy.

### **Infection Prevention Control**

We have designated the prevention and control of infection and the full implantation of the Code of Practice (2008) as a core component in the organisations clinical governance, managing risk and patient safety programmes. All employees are expected to follow consistently high standards in the prevention and control of infection, especially with reference to hand hygiene, adherence to dress/uniform code and for clinical staff all procedures involving aseptic technique, be aware of and follow Infection Control guidelines and procedures relevant to their work, participate in mandatory training and annual updates. Protecting patients from infection is everyone's responsibility.

### **Rehabilitation of Offenders Act 1974**

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are

'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

### **Data Protection**

As your employer, we need to keep information about you for purposes connected with your employment. The sort of information we will hold includes information for payroll purposes, references, contact names and addresses and records relating to your employment. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 1998.

The information which we hold will be for our management and administrative use only but we may need to disclose some information we hold about you to relevant third parties (e.g. Inland Revenue).

### **Records Management and Quality**

As an employee, you are legally responsible for all records that you gather, create or use as part of your work and they remain the property of the hospital. This includes patient, financial, personal and administrative records, whether paper based or on computer. All such records are considered public records and you have a legal duty of confidence to all service users. You should consult the Records Management Policy and ask for guidance from your manager if you have any doubt about the correct management of records with which you work. All staff have a responsibility to ensure information quality standards are achieved.

### **Information Security**

Under the provisions of the Data Protection Act, it is the responsibility of each member of staff to ensure that all personal data relating to patients and members of staff, whether held in manual or electronic format, is kept secure at all times. Computer passwords must not be shared either between systems or users. E-mail messages, any files stored on the networks or on equipment and usage of the Internet, and computer systems, irrespective of whether these related to personal use. Access and usage of computers must be in accordance with Policies. Safe-haven procedures are to be used for all electronic transfers of personal data. This is in order to protect patients and staff, and its reputation and to ensure that it complies with the law and other guidelines.

### **Smoke-free Policy**

We operate a Smoke-free policy. This means that smoking is not permitted anywhere within owned or leased premises, including within their grounds and within owned or leased vehicles. In the interests of promoting responsible healthcare all staff are to refrain from smoking when off-site in uniform or wearing an identifying badge in any public place. The policy also applies to all staff employed at any location they may work, whether within or external to the premises. The policy contains further details including support facilities.