



NIGHTINGALE HOSPITAL  
LONDON

FLORENCE  
NIGHTINGALE

Join our team and make a

*difference*

## Housekeeping assistant: Job description

**Job Title:** Housekeeping assistant

**Location:** Nightingale Hospital, 11-19 Lisson Grove, Marylebone, London NW1 6SH

**Department:** Housekeeping

**Salary:** depending on experience.

**Working hours:** Bank/0 Hour contract

**Closing date:** 30<sup>th</sup> April 2021

Please note that interviews may take place prior to the advert closing as and when suitable applications are received. If a suitable candidate is appointed the role may close early, therefore please do not hesitate to submit your application.

### About us

Nightingale Hospital is the only private mental health hospital in central London, with over 30 years' experience in delivering specialised, evidence-based treatments in outpatient, day patient and inpatient settings. Our dedicated team of specialists are committed to the diagnosis and treatment of all types of mental health conditions, including eating disorders and addictions. We are a two-minute walk from Marylebone mainline and Underground stations, and within a ten-minute walk of Baker Street and Edgware Road Underground stations.

We are owned by the international medical group, Orpea, which deliver the full spectrum of psychiatric care, high-quality care home and rehabilitation services across the globe.

### About the role: Housekeeping assistant

You will be responsible in ensuring an exceptional high standard of hygiene and cleanliness across Nightingale Hospital. Often managing multiple requests at once, you'll be comfortable multitasking and where necessary, working with other teams to ensure tasks are completed.

This role will involve direct interaction with Patients, Nursing and Non-Nursing staff.

### Position in organisation

- Reports to the Housekeeping Manager and Head of Estates
- Liaison with all departments

### Key tasks/Scope of the role

1. Cleaning
2. Health and Safety
3. Training & Development
4. Other

## Duties and responsibilities

### 1. Cleaning

- 1.1 To perform cleaning duties using work schedules
- 1.2 To promote and maintain a clean hospital environment to staff and patients
- 1.3 Cleaning of wards, side rooms, toilets, showers and public areas.
- 1.4 Ensure rubbish bins are maintained and removed when full.
- 1.5 Ensure your assigned areas are kept clean, presentable and safe for Patients and Staff by following the required policies and procedures.
- 1.6 Replace dirty linen and make beds inclusive of under blankets, sheets, duvets and pillows
- 1.7 High and low dusting, mopping, wiping, vacuuming and scrubbing surfaces.
- 1.8 Ensure that emergency situations (e.g. flood or spillages) are dealt with in a timely manner by reporting it to the responsible person.
- 1.9 Report any repairs that are required to Service Desk.
- 1.10 Maintain all cleaning equipment and materials in a safe and sanitary manner.
- 1.11 Maintain consumables and laundry stock in allocated areas.
- 1.12 Support other members of the team when required

### 2. Health and Safety

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

### 3. Training and development

- 3.1 To participate in all mandatory and compulsory e-learning and face-to-face training
- 3.2 To participate in the appraisal process in line with hospital policy

### 4. Other

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

## Who we're looking for

	Essential	Desirable
Education/Qualifications	✓ Basic level of education	• GCSE Maths and English or equivalent • NVQ or equivalent in Cleaning
Work experience	✓ Experience in a customer service role	• Previous experience working in a hospital • Previous experience working in a housekeeping department
Skills, knowledge and aptitude	<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> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Mental Illness</li> <li>• Knowledge of COSHH and other relevant legislation</li> </ul>

	✓ Able to issue clear, reasonable instructions	
<b>Motivation</b>	✓ Keen to develop self	• Desire to work in Mental Healthcare
<b>Impact on Others</b>	✓ Ability to present self in a confident manner ✓ Awareness of effect of self on others	• Ability to communicate with Colleagues, patients and visitors
<b>Requirements</b>	✓ Regular and punctual attendance ✓ Ability to work shifts Day/Night/Weekends ✓ Able to work flexibly to meet the needs of the business.	

*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.*

### Company benefits

To reward the hard work of our fantastic employees, we offer an excellent benefits package as per the below:

- 25 days' holiday increasing up to 30 days for long service plus bank holidays
- Generous company pension scheme with The People's Pension
- Generous company sick pay (discretionary)
- Annual staff bonus (discretionary)
- Paid for Disclosure and Barring Service (DBS)
- Death in service cover
- Travel loan scheme
- Subsidised staff meals
- Employee Assistance Programme (EAP)
- Flexible working
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### Requirements for all staff

**Health and safety:** It is the responsibility of all employees to work together to achieve a safe environment, and to take reasonable care of themselves and others. Of particular importance is reporting all potential risks, incidents and complaints. Specific individual responsibilities for health and safety will be outlined under key responsibilities for the post.

**Equality and diversity:** It is the responsibility of all employees to support the vision of promoting a positive approach to diversity and equality of opportunity, and to eliminate discrimination and disadvantage in service delivery and employment. All employees have the right to be treated with dignity and respect at work, and the hospital will do all it can to ensure this happens through the implementation of and compliance with equality and diversity policies.

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

**Performance appraisal and development:** The hospital is committed to providing high-quality service through the effective management and development of its employees. All employees should be dedicated to providing a quality service and performance appraisal is of assistance to both

employees and managers 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.

**Safeguarding children and vulnerable adults:** This is a regulated position and the post holder will be subject to an enhanced DBS check upon appointment, and every 5 years thereafter.

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

**Infection: Prevention and control:** The hospital has designated the prevention and control of infection and fully implemented the 2008 Code of Practice. This is a core component in the organisation's clinical governance, risk management risk and patient safety programmes. All employees are expected to follow consistently high standards in the prevention and control of infection, especially regarding hand hygiene and adherence to dress/uniform code. For clinical staff, all procedures involving aseptic technique, must follow Infection Control guidelines and the procedures relevant to your work. All employees must 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 an employer, the hospital needs to keep information about all employees for purposes connected with their employment. The type of information held includes information for payroll purposes, references, contact names and addresses and records relating to employment. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 1998.

The information which is held will be for management and administrative use only, but the hospital may need to disclose some information we hold about employees to relevant third parties (e.g. Inland Revenue).

**Record management:** Employees are legally responsible for all records that they gather, create or use as part of their work and they remain the property of the hospital. This includes patient, financial, personal and administrative records, whether paper-based or on computers. All such records are considered public records and employees have a legal duty of confidence to all service users. Employees should consult the Records Management Policy and ask for guidance from their manager if they have any doubt about the correct management of records with which they work. All employees have a responsibility to ensure information quality standards are maintained.

**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 per hospital policies. Safe haven procedures are to be used for all electronic transfers of personal data. This is to protect patients and staff, and the hospital's reputation and to ensure that it complies with the law and other relevant guidelines.

**Smoke-free policy:** The hospital operates a smoke-free policy, except in designated areas. This means that smoking is not permitted anywhere within owned or leased premises, including within grounds unless designated as a smoking area. In the interest 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. This 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.

**COVID-19 update:** At Nightingale Hospital we are committed to ensuring the safety of our staff and have taken various measures to allow everyone to continue to operate both effectively and efficiently, whilst remaining safe. All procedures have been evaluated and retrospectively, restrictions have been implemented inline with government guidelines regarding virus transfer and social distancing during the pandemic. All work areas have been risk assessed, and these outcomes have been shared with respective departments. This has led to the implementation where necessary of Perspex screens between desks, and the use of masks/visors in the majority of places around the hospital.

Nightingale Hospital is an Equal Opportunities Employer and ensures equality of opportunity in recruitment, promotion, pay, benefits and training, by adopting and following practices that are free from unfair or unlawful discrimination.

All appointments are subject to receipt of a satisfactory Disclosure and Barring Service (DBS) Certificate and pre-employment checks.

**I confirm that I agree to the details of this job description as outlined above:**

**Full name:**

**Date:**

**Signed:**