

## JOB DESCRIPTION

### 1. JOB IDENTIFICATION

Job Title: **Domestic Assistant**

Responsible to: Domestic Supervisor

Department(s): Domestic Services

Directorate: Facilities

Operating Division: NHS Lothian

Job Reference: 235150

No of Job Holders:

### 2. JOB PURPOSE

Responsible for providing a range of domestic services within Clinical / Non-Clinical Departments throughout all areas of the Hospitals and Health Centres ensuring compliance with quality standards, Health & Safety, control of infection, Audit Scotland and HAI task force requirements, National Cleaning Services Specification and other requirements as specified by the Division.

### 3. DIMENSIONS

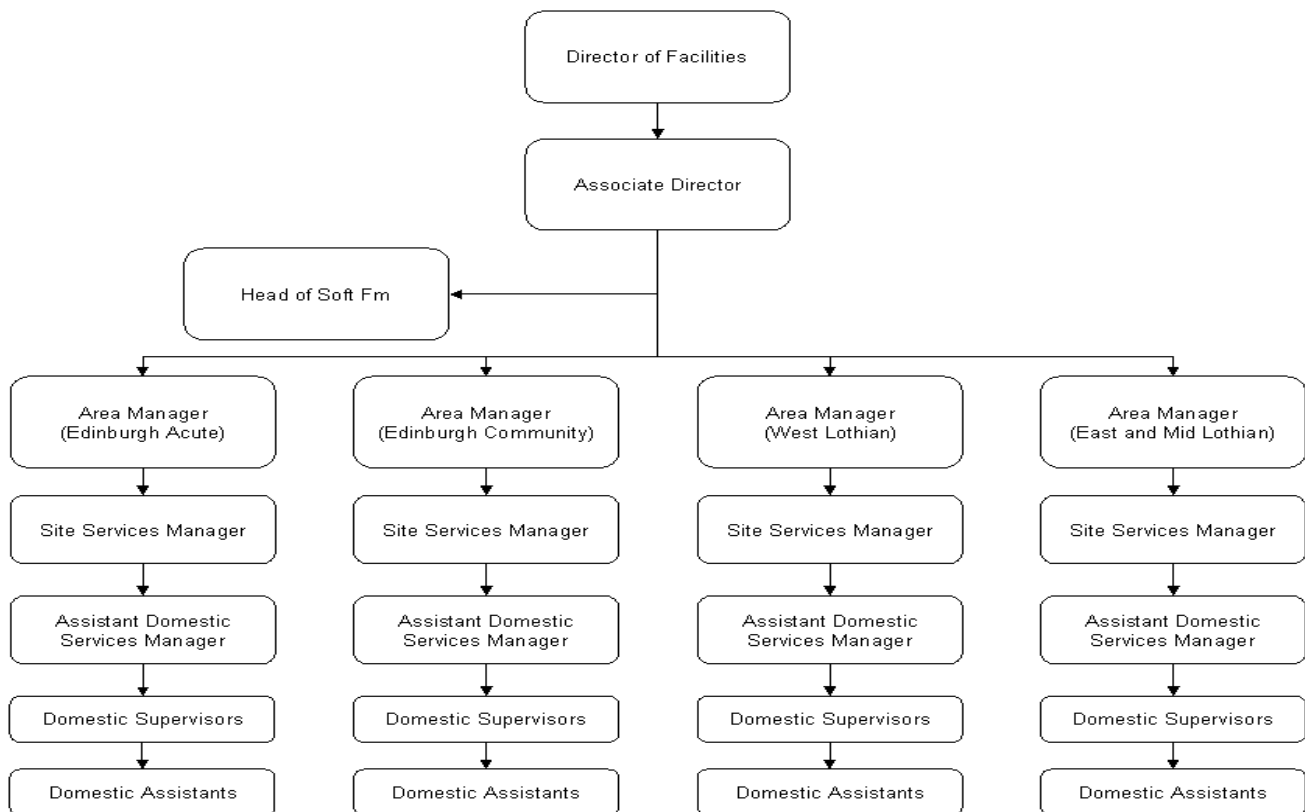
Domestic Services are provided Lothian wide and are divided into four areas i.e. West Lothian, Edinburgh Acute, Edinburgh Community and East and Midlothian.

The Domestic service is provided as part of the wider Estates and Facilities Directorate.

The Domestic Assistant works as part of a multi disciplinary team, delivering a high standard of cleaning in areas of high activity with frequent change.

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands within both clinical and non-clinical areas and working in other areas of the facilities service after appropriate training and support has been provided.

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

Provision of a completely highly specialised cleaning service 24 hours per day, 7 days per week throughout Lothian within contract specification as laid down by the National Cleaning Specification ensuring a high-quality environment and safety for staff, visitors and patients.

There may be a requirement to undertake some catering related duties including dishwashing, distribution of water jugs for patients, distribution of patient beverages and the collection of trays at the end of the meal service – where applicable.

Allocation and supervision of accommodation in some areas. This involves assessing eligibility and ensuring that the rules and regulations are adhered to by residents

#### 6. KEY RESULT AREAS

1. To contribute towards consistent and safe practices provided by being aware of and following all policies and procedures operated within NHS Lothian including all Health and Safety policies and guidelines, guidelines set within the ISO 9002 quality system: NHS Lothian's confidentiality policy.
2. To attend and participate in NHS Lothian organised training initiatives; including induction, health & safety, confidentiality training and non-clinical mandatory update; and to assist in the training of others as may from time to time be required.
3. To undertake the duties of mopping and scrubbing of hard floor surfaces; damp dusting; vacuuming; spot cleaning of hard and soft floor areas; cleaning of sinks, WCs, baths and showers; and the disposal of clinical, household and paper waste.

4. To undertake the full clean of a patient's bed space including locker, bedside table and the whole bed frame (except the mattress) adhering to Healthcare Associated Infection guidance to prevent the spread of infection.
5. Undertake terminal and discharge cleans on an ad-hoc basis. These need to be undertaken timely in order to allow patient flow to continue across the clinical areas and to support government targets.
6. As required responsible for removal of blood and bodily fluids spillages from all areas adhering to Healthcare Associated Infection guidance to ensure own safety and that of others and prevent the spread of infection.
7. To inform the Domestic Supervisor of any defects to equipment and advise ward / department staff of any defects within the area. To assist the Domestic Supervisor in ordering of material for own work.
8. To ensure all items of cleaning equipment are cleaned, as required, and stored as instructed for future use.
9. To ensure the safe use and storage of all cleaning materials within COSHH regulations.
10. To undertake kitchen duties as required such as the setting of patient trolley's; setting, clearing and washing of dining tables; washing and storing of crockery and cutlery; and the disposal of food waste and basic food preparation at ward level if required.
11. To undertake the duties of cleaning cookers, refrigerators, dishwashers, hot plates and all kitchen surfaces and cupboard areas and any microwaves/toasters which are used in the preparation of patient meals and beverages.
12. To undertake special duties including high dusting, scrubbing of floors, cleaning of internal glass, washing paintwork, washing furniture and fittings, shampooing of carpets and changing patient screens and curtains.
13. To undertake cleaning within more specialised units including ITU, HDU, SCBU, Burns unit, theatres, renal dialysis unit and aseptic suites within pharmacy.
14. Within Residential Accommodation responsible for changing and making up of beds on residents' departure.
15. Responsible for the completion of records / log sheets and personal signing in / out sheets.
16. To participate in the Performance and Development Reviews processes.
17. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

## **7a. EQUIPMENT AND MACHINERY**

The following are examples of equipment which will be used when undertaking the role.

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- Tub or Cylinder Vacuum
- Carpet Shampooer
- Dishwashing Equipment
- Toaster
- Wet Pick-Up Suction Drying Machine e.g., Removal of Spillages, Water.
- Microwave/iWave
- Hot Water Boilers / Kettles
- Floor Mopping Equipment

- Food Trolleys
- Safety Steps
- Scrubber / Dryer Machines
- Waste Bins
- Steam Cleaning Machines

Procedures as detailed in the Domestic Services Operational Manual.

All equipment to be used in accordance with manufacturer's instructions and as stated in Domestic Services Operational Manual.

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided.

## 7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- ISO 9002 which includes cleaning schedules, domestic services instructions and logging and signing of work undertaken.
- NHS Lothian policy on clinical and household waste removal.
- Health and safety policy and COSHH.
- Completion of own timesheet / holiday sheets, sickness notes.
- Reporting of faulty equipment to the Domestic Supervisor or Estates Department.
- Completion of cleaning records held within DSR and ensuring sign off from Nurse in Charge. Any deficiencies from these records should be escalated, reported to, or actioned by the appropriate people. e.g., domestic supervisor, estates department, nurse in charge.
- Completion of staff surveys.
- Participation in relevant audits i.e., FMT, PQI, HEI internal and external audits.

**Note:** New systems may be introduced as the organisation and technology develops, however training will be provided.

## 8. ASSIGNMENT AND REVIEW OF WORK

The post holder will be expected to follow domestic services procedures in accordance with those set down in the Domestic Procedures Manual and work schedules.

Workload will be generated through work schedules prepared by the Domestic Supervisor based on National Cleaning Services Specification and will be checked and signed off on a weekly basis by Domestic Supervisor, Senior Charge Nurse or Head of Department. Additionally, work will be generated by the Estates Department following upgrades and refurbishments.

There will be regular supervision whilst on duty however the post holder will work without direct supervision on occasion; additionally, they can liaise with Senior Ward Staff or Domestic Supervisor at any time.

While the post holder will normally work predominantly in a specific location, they may be asked to work to support Domestic services in other areas of the service both within a clinical and non clinical area.

## 9. DECISIONS AND JUDGEMENTS

Decisions regarding when an area can be cleaned, taking into consideration clinical restrictions including for example, medical ward rounds, Physiotherapy and Occupational Therapy assessments, dressings down and condition of patients ensuring the dignity of patients is maintained at all times.

Determining work issues that can be resolved by the postholder however recognising issues that require to be escalated to Senior Ward Staff, Head of Department or Domestic Supervisor e.g., terminally cleaning a ward following an outbreak, access to areas where there may be infection present, access to areas where patients are particularly unwell.

Work schedules prepared by the Manager based on National Cleaning Services Specification will be adhered to as far as possible and escalate any issues to the Charge Nurse and Domestic Supervisor.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Ability to access to all areas of the hospital and associated areas as necessary and unrestricted to undertake domestic duties requiring flexibility and re-ordering of duties to fit in with clinical service provision. Often the domestic will be unable to access an area due to clinical need and so will be expected to reprioritise work. Performing role effectively and efficiently in clinical areas which are often very busy and whilst taking into account clinical service provision and patient needs.

Exposure to seriously / terminally ill patients, distressed or potentially violent patients e.g., in a psychiatric setting, and upset relatives which can be distressing.

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Lack of communication of essential information which effects the completion of duties e.g. requests for isolation / discharge cleaning etc.

## **11. COMUNICATIONS AND RELATIONSHIPS**

The post holder will be in contact with all service users and Domestic Supervisor on a regular basis, face to face or by telephone.

Domestic Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor / Manager.

Communicates with patients and relatives across service area in the course of duties on a regular basis for example long stay patients and relatives.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **Physical Skills and Effort:**

The post involves manual handling duties and constant movement and standing for duration of the shift e.g. twisting, stretching, bending, kneeling, lifting, pushing and pulling.

Use of electrical equipment safely within confined and congested spaces.

Basic manual handling skills to carry out domestic duties.

Movement of beds lockers and equipment.

Hanging bed screens window curtains and shower screens.

Working in confined and cramped spaces.

Movement of food/beverage and cleaning trolleys.

### **Mental Effort:**

Concentration required whilst carrying out duties to ensure provision of a safe environment for patients,

visitors and staff. Frequent requirement to change routine to enable other groups of staff to carry out their duties e.g. when working in clinical areas.

Concentration required when carrying out food and beverage service including awareness of patient's dietary needs with regard to food and beverages e.g. Diabetic, Nil by mouth.

Ensuring COSHH guidelines are adhered to including the correct use of dilution rates.

**Emotional Effort:**

Working in an environment where both patients and visitors can be very emotional and upset.

Dealing with patient deterioration and bereavement may have an emotional impact on the post holder.

**Working Conditions:**

Lone working.

Exposure to verbal and physical abuse from patients.

Regularly working in clinical environment including exposure to smells associated with urine, vomit, excrement etc.

Contact with blood and body fluids when dealing with requests to remove body fluid spillages in all areas.

Occasionally required to remove, handle and report inappropriately discarded sharps e.g. used needles in public areas.

**13. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED TO DO THE JOB**

Minimum required to undertake the role:

Good communication and interpersonal skills.

Good customer care skills.

Ability to work unsupervised alone or as part of a team.

Basic IT skills.

Knowledge gained on corporate and local facilities induction and completion of internal training programme over a 12-week period (1 week's departmental training with further 2 weeks on the job training), to include:

Working knowledge of procedures and equipment relevant to post.

Operation of mechanical and electrical machinery safely and effectively.

Knowledge of COSHH regulations Health & Safety Policies and work procedures.

Knowledge of Infection Control Policy, Guidelines and Procedures.

Good Customer Care Skills.

Ability to work under pressure.

Moving and handling skills.

Knowledge of ISO 9002 regards recording data.  
Basic Food Hygiene Training.

Knowledge and compliance with Mandatory Induction Standards and Code of Conduct for  
Healthcare Support Workers - NHS Circular CEL 23 (2010).

Successful completion of Domestic Assistants Workbook within the first 6 months of employment.

#### **14. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each jobholder to whom  
the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: