

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Domestic Assistant/Porter

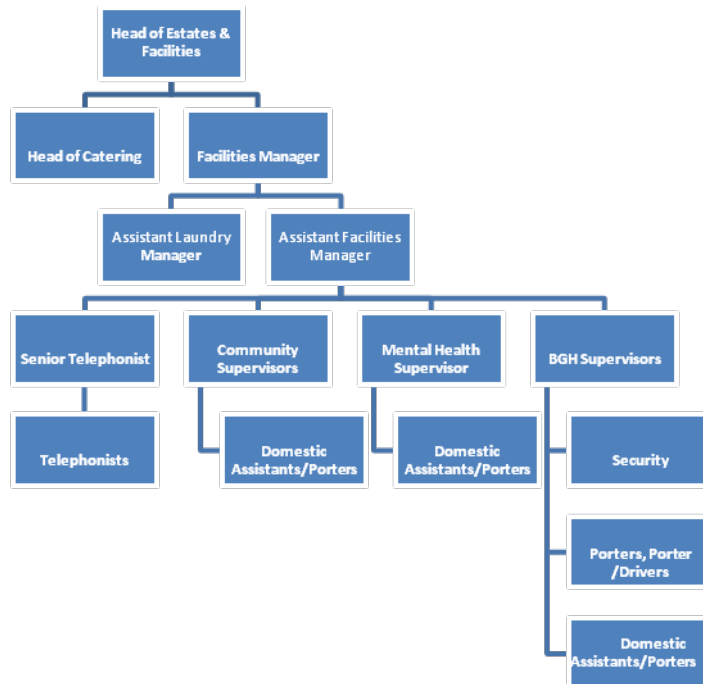
Department(s): General Services

No of Job Holders: circa 100

2. JOB PURPOSE

To deliver Domestic duties within wards, departments and office areas when required whilst contributing to delivery of patient care in line with Organisational priorities. Other roles within Facilities such as Portering may be required.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- To provide a cleaning service to maintain the standards of cleanliness across all properties in line with the NHSScotland National Cleaning Specification and HEI requirements.
- To understand and comply with Staff Governance Standards and Healthcare Support Worker Code of Conduct.
- Domestic services include a beverage service to inpatients in hospital.
- Porter roles may be undertaken on occasion which include the transport of patients, goods and equipment around the hospital.
- To carry out assigned tasks within the scope of the job description as instructed by the General Services Supervisors/Managers.

5. MAIN DUTIES/RESPONSIBILITIES

- To clean in accordance with the standards and frequency as detailed within NHS Scotland National Cleaning specifications.
- To use cleaning products and materials, ensuring the correct product and dilution rate as specified in the training manual and COSHH guidelines.
- To use the industrial cleaning equipment taking the correct precautions to minimise any associated risks as specified in the training manual.
- To clean all sanitary areas respecting the privacy of patients and visitors and as specified in the training manual.
- To follow Infection Control guidelines for the cleaning of isolation rooms, Theatres and other high risk areas to appropriate standards.
- To participate in quality control cleanliness audits with the Supervisor or Manager.
- To serve beverages to patients with strict regard to the Hygiene training given and ensuring no individual compromises hygiene when beverages and snacks are being served.
- Removal of waste and linen from wards and departments in accordance with policy and procedures.
- Sign off the appropriate documentation once tasks are carried out eg legionella paperwork, scrubbing sheets.
- Staff may be required to have responsibility for controlling their stock eg Office areas
- Notify General Services Supervisors of faulty equipment.
- Porter and Linen duties as required.

General

- To provide excellent Customer Service at all times for example giving directions to members of the public within their place of work.
- To work with other staff members appropriately in their place of work.
- Participate in staff training, development and service improvement initiatives.
- Participate in the training of new staff which includes mentoring and coaching them in tasks further to the initial training by the Supervisor.
- Maintain staff/patient confidentiality at all times.
- Comply with the Organisation's values of Dignity and Respect, Quality and Teamwork, Care and Compassion and Openness, Honesty and Responsibility at all times.
- Comply with all Organisational and Departmental Policies and Procedures.
- Move within the department or to other related departments as the service requires, occasionally at short notice.

6. SYSTEMS AND EQUIPMENT

- Each area has a dedicated work schedule detailing the cleaning tasks to be performed within that area which includes paperwork completion at the end of a task.
- Knowledge of all industrial cleaning equipment and chemicals used within the department.
- Computer skills are helpful but not essential for completion of training and appraisals.
- Wear Personal Protective Equipment as supplied by the department correctly.

7. DECISIONS AND JUDGEMENTS

- Individuals must be able to use their own judgement in order to be able to change their work routine to fit in with the ward/departments needs.
- The post holder is expected to maintain confidentiality at all times and adopt the concept of customer care.
- Supervision will be minimal in some areas eg Office areas.

8. COMMUNICATIONS AND RELATIONSHIPS

- The postholder will be in contact with all service users and Supervisors/Managers on a regular basis.
- Engages in effective communications with patients, relatives, visitors and colleagues, communication with patients with communication or behavioural problems.
- Frequent interactions with wandering patients.
- Communicates with colleagues in connection with own job.
- Postholder will be expected to coach new members of staff further to the initial training carried out by the Supervisor.
- The post holder will work with their Supervisor to achieve personal and NHS Borders objectives.

9. PHYSICAL DEMANDS OF THE JOB

- Moving and handling heavy objects in line with Manual Handling Regulations. Objects vary in weight such as waste bags 6kg-15kg, cleaning machinery >15kg, furniture >15kg. This type of work is frequent and sustained throughout the entire shift which can be between 4 and 8 hours in length.
- Standing, walking, bending, kneeling, reaching, twisting for whole length of shift.
- Working heavy and cumbersome equipment in confined spaces.
- Concentration is required when operating mechanical cleaning equipment for Health and Safety reasons, this may be for 30 minutes or more at a time.
- Dealing with confused and agitated patients and visitors.
- Working in environments during emergencies where staff, patients and visitors are anxious and upset.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Organising your work around others by reacting to changes in the work area.
- Working with NHS colleagues to provide a robust cleaning service.
- Exposure to physical aggression, exposure to patients with challenging behaviour.
- Exposure frequently to emotionally challenging and potentially distressing circumstances, eg working in end of life care wards, Emergency Department, Mortuary.
- Exposure to unpleasant conditions when cleaning bathroom areas.

PERSON SPECIFICATION

For the post of Domestic Assistant/Porter (all sites)

Below are the essential knowledge, training (including qualifications) and experience required to do this job.

ESSENTIAL

- 1 Being a team player
- 2 Able to follow instructions
- 3 Able to treat colleagues and supervisors with respect
- 4 Experience of cleaning
- 5 Literacy and Numeracy skills
- 6 Able to speak and understand English
- 7 Able to work using own initiative
- 8 Good communication skills

DESIRABLE

- 1 Experience of cleaning in a healthcare environment
- 2 Experience of working with patients
- 3 Experience of customer service