

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: **Health Care Support Worker – Domestic**

Responsible to (insert job title): **DOMESTIC SUPERVISOR**

Department(s): **SUPPORT SERVICES**

Directorate: **BAND 2**

Operating Division: **Argyll & Bute HSCP**

Job Reference:

No of Job Holders:

Last Update (insert date): **SEPTEMBER 2019**

2. JOB PURPOSE

To provide a wide and varied range of Domestic Services which support Clinical Services throughout Argyll and Bute in line with NHSScotland National Cleaning Services Specification to fulfil Healthcare Environment Inspectorate Standards and meet Facilities Monitoring Tool Targets.

3. DIMENSIONS

The Jobholder is one of a team of Domestic Services Staff employed to carry out a range of services efficiently throughout NHS Argyll and Bute including:

- Domestic Services
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- Stores Distribution

Services vary between sites and the Jobholder is required to be flexible and be prepared to work in any of the services provided within Argyll and Bute if required to do so by the Domestic Supervisor/Manager.

The Department operates between 7.00am and 7.30pm, although specific times vary within individual sites and Health Care Support Workers - Domestic work various shifts within these hours. Staff may occasionally be required to work out-with these hours should extraordinary situations arise.

4. ORGANISATIONAL POSITION

SUPPORT SERVICES OFFICER

|
Domestic Supervisor

|
Domestic

5. ROLE OF DEPARTMENT

Hotel Services include a range of services including **Domestic Services**, Catering, Portering/Security Waste Management and Transport services providing the highest possible standard and quality of care to patients

Hotel Services is part of the Facilities Services which is responsible for delivering additional services as below on an organisation wide basis across NHS Highland, Argyll and Bute :

- Managing, developing and maintaining NHS Highland's estate and ensuring compliance with all statutory standards and working practices.
- Planning and delivering the Board's Capital Programmes and Projects and providing support, guidance and professional advice.

6. KEY RESULT AREAS

Although not all will be regularly applicable, all Health Care Support Workers – Domestic will be sufficiently trained to be able to carry out all tasks within Domestic Services allowing flexibility in order to ensure the Department can prioritise and transfer skilled staff to any area within their base if required and by agreement to any area within Argyll and Bute.

General Domestic Duties:

- Ensure efficient, high quality cleaning services are provided within designated time-scales to meet required Standards of Cleanliness in your area
- Compliance with agreed Infection Control Guidelines for Domestic Staff to reduce the risk of

cross-contamination

- Assist with on the job training of new employees by promoting good practice and adhering to safe systems of work
- Dedicated approach to cleaning and any other duties, e.g. Housekeeping, Linen/Sewing Room, Patients Personal Clothing Laundry, Stores, in accordance with pre-agreed schedules and frequencies to demonstrate motivation and enthusiasm
- Ensure personal appearance, behaviour and cleanliness is exemplary at all times in order to promote high standards and confidence in the service.
- Flexible approach and understanding of circumstances which may occur requiring change in routine thus demonstrating co-operation and ensuring continuity of the service
- Service of or assistance to Nursing Staff with service of meals and beverages, dependant on site to patients (*NOTE: these duties must always be carried out under the guidance of Nursing Staff as per the departmental Meal and Beverage Service Protocol*)
- Bagging of bed linen (residential accommodation and on-call rooms) and other linen (uniforms, mops, curtains/screens) in accordance with Organisational Linen Bagging Policy
- Check curtains/screens for necessary washing or repair; change and re-hang same when necessary
- Safe Use and storage of equipment and supplies
- Disposal of Waste in accordance with Organisational Waste Management Policy
- Ensure security of an area on completion of duties, where applicable (mainly refers backshift) e.g. departments within hospitals, residencies and Clinics/Health Centres
- Where applicable preparation of tables and bed tables for meal service; clearing of soiled crockery and cutlery for transfer to central dish-wash area; cleaning of tables, bed tables and chairs following each meal service
- Report all pest infestation, faults/malfunctioning equipment and repairs required within domestic or public areas to the Domestic Supervisor
- Daily monitoring and recording of ward fridge temperatures

Catering Duties (where applicable):

- Test and record meal temperatures e.g. where there is no catering assistant to cover this role
- Collection of additional patient meals from main kitchen as required, e.g. new patients
- Check contents of fridge, rotate stock held within and advise Charge Nurse of any out of date items for removal
- Order and distribute catering supplies for ward/department, e.g. bread, butter, jam, teabags, etc.
- Preparation of light snacks/beverages for patients if required e.g. prepare/butter toast
- Serve chilled water/glasses to patients - under supervision of Nursing Staff

6. KEY RESULT AREAS – *continued*:

Housekeeping Duties (where applicable):

- At request of nursing staff make up unoccupied beds
- Bagging of bed linen and other linen (only when generated by housekeeper) in accordance with Linen Bagging Policy
- Cleaning of bed frames and mattresses between discharge/admission of patients, reporting any faults in bed frames to Nurse in Charge
- Checking of mattresses on discharge beds, replace covers or condemn as necessary. Bag mattress/cover appropriately and arrange uplift
- Tidy Linen Trolley and advise any linen shortages to Linen Room
- Assist with answering telephones (external and internal calls)/patient call system and relay information to Nursing Staff, e.g. basic information relayed, no medical information given
- Patients Personal Clothing Duties

Linen Room Duties:

- Advise Supervisor/Manager of any shortages of linen
- Receipt, checking, storage and issue of all linen identifying shortfalls
- The postholder is responsible for adhering to the maximum holding levels of linen set for each ward/department.
- Linen room staff must advise the Domestic Supervisor in charge of the service of any shortages that could affect clinical services.
- Removal of stained/torn linen that is not fit for purpose from the system, appropriate recording and return to main laundry.
- Completion of all relevant paperwork and records required for management use.
- Issue mops to all areas where applicable.
- Make up orders, collect ward issue sheets and deliver linen, where appropriate.
- Cleaning duties – required to clean Linen Room and linen trolleys in accordance with work Schedule
- Awareness and compliance with Health & Safety Policies in particular Manual Handling and Control of Infection Guidelines

Personal Clothing Laundry Duties:

- Receive, segregate, wash, dry, steam & press and redistribute patients' personal clothing and other items e.g. uniforms, slings, slide sheets, hoists etc
- Store all items appropriately
- Check all equipment and machinery, ensuring faults are reported immediately to Domestic Supervisor
- Cleaning duties – required to clean PPCL department and equipment in accordance with work Schedule
- Check labels on items and arrange replacements as and when necessary e.g. faded/torn
- Awareness and compliance with Health & Safety Policies in particular COSHH, Manual Handling and Control of Infection Guidelines

6. KEY RESULT AREAS – *continued*:

Staff Changing Area/Sewing Duties:

- Measure staff for new /replacement uniforms.
- Complete appropriate paperwork for ordering/receipt of uniforms
- Contact Area Sewing Room with regard to delayed delivery/shortages of uniforms etc
- Advise Supervisor of any qualitative issues or delays in delivery of new uniforms
- Handle cash as per standing financial instructions regarding provision of Tokens for Laundrette at Residences
- Allocation and management of staff lockers.
- Correct bagging of soiled uniforms, mops and linen etc for transfer to the laundry, where appropriate.
- Ensure sufficient supplies of marking tape, threads and Sewing Room materials are available.
- Maintain adequate levels of stock uniforms for emergency purposes.
- Personalise staff uniforms/patients' personal clothing using computerised labelling equipment.
- Undertake minor repairs, including curtain alterations, as required, using sewing machine.
- Undertake cleaning duties in Staff Uniform Distribution area as per Work Schedule in accordance with National Cleaning Specification.
- Awareness of stock control and compliance with Health and Safety Policies, Linen Bagging and Waste Management procedures

Stores Distribution:

- Provide supplies to the Domestic Services Rooms within wards/departments ensuring replenishment to agreed levels in accordance with pre-determined maximum holding levels.
- To ensure that supplies delivered from the National Distribution Centre are checked, receipted and correctly stored.
- To accept and check receipts of goods being delivered direct from suppliers against orders, for non-stock products required by the Domestic Services Department.
- To maintain regular communication with the Stores Porter to ensure goods are correct and timeously delivered to the main Domestic Services Store.
- Maintain store records for supplies information as required for management use.
- Advise supervisor of any qualitative or volume issues to identify that stock levels are maintained.
- Awareness and compliance with Health and Safety policies with regards to transportation and storage of stock including consumables, cleanliness and tidiness of storage areas.
- Awareness of the importance of Food Safety Hygiene regulations when handling food stores.
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7a. EQUIPMENT AND MACHINERY

- Bucket/pail, Carpet Shampooer, Caution signs, Dustpan and Squeegee, Dust control mop, Hi-dusting pole and mitt, Mop pail and wringer, Mop shaft/hook and head, Vacuum Cleaner (Tub or Upright), Scrubbing machine and solution tank, Trolleys, Scrubber Drier, Wet pick-up, Steam Cleaner
- Dishwasher, fridge, kettle, toaster, beverage trolley, meal trolley, sewing machine, electronic labelling machine, manual labelling gun, heat seal machine, industrial washing machines and driers, steam press, cages, buggies, rails
- Protective clothing, e.g. uniforms, gloves, aprons, etc.
- Materials, e.g.: Chemical solutions for cleaning purposes, (*all in accordance with COSHH Regulations*) Disposable paper
- PC for Learnpro and PDR completion

7b. SYSTEMS

- Alarm systems, e.g. Clinics/Health Centres
- Paging systems / Telephones
- Access systems – door entry
- Work Schedules – cleaning tasks/frequencies
- PDR (*Personal Development Review*)
- Learnpro – MAST training
- Stock Control: maintain manual records for stock control purposes, e.g. Linen Room, Stores, CDU

8. ASSIGNMENT AND REVIEW OF WORK

- Duties vary between sites and departments and are in accordance with agreed cleaning frequencies and work schedules following consultation between Charge Nurse/Head of Department and Domestic Management
- Duties are delegated by Domestic Supervisors
- The Charge Nurse/Head of Department may request the Health Care Support Worker – Domestic to alter their routine if necessary, but not method of, or equipment used
- Work is audited formally in accordance with national systems (Facilities Monitoring Tool) and informally by Domestic Supervisors on an ongoing basis through workplace observation
- Progress is monitored annually through review of Personal Development Plans

9. DECISIONS AND JUDGEMENTS

- The Jobholder is expected to meet the needs of the service by prioritising workload on a daily basis and altering work routine as required, using their initiative in the absence of a supervisor
- The Jobholder is not expected to make decisions regarding changes to cleaning frequencies, work schedules or additional tasks requested by others e.g. clinical/departmental staff and always work as trained in accordance with safe systems of work
- Support job training of new employees, i.e. advise supervisor of any concerns
- Staff working within Linen Rooms and Stores Distribution are expected to use own initiative in making decisions regarding levels and quality of stock and decrease as appropriate
- The jobholder is expected to use own initiative in making decisions regarding quality of linen and mattresses and replace as appropriate
- Escalate any concerns with regard to patients to the Charge Nurse

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Ensuring the Standards of the Department are adhered to, thus meeting the expectations of patients, staff and visitors
- Carrying out duties in areas of high level of activity
- Manoeuvring of equipment within limited spaces, e.g. linen trolley, stores trolley, scrubber/polisher, etc.
- Working within strict time-scales
- Working within areas of frequent exposure to highly unpleasant conditions, e.g. Cleaning toilets, soiled clothing, cleaning up body fluids within sanitary areas and public areas, e.g. Main Entrance, Corridors
- Prioritisation of daily duties to ensure customer satisfaction and maintain standards
- Incorporating high level of Isolation Room cleaning into daily workload
- Working around patients who are very ill or have challenging behaviour
- Lone Working e.g. clinics where minimal support/supervision is available whilst on duty

11. COMMUNICATIONS AND RELATIONSHIPS

Effective communication and working relationships have to be developed with e.g.:

- Management, Supervisors and Colleagues within the site
- Infection Control Advisors
- HEI Inspectors.
- Charge Nurse/Staff
- Head of Department/Staff
- Estates staff
- Patients/Visitors
- Contractors e. g. pest control /window cleaning

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

PHYSICAL EFFORT/SKILLS:

The post is physically demanding and staff are required to complete scheduled labour intensive tasks cleaning/housekeeping duties and manual handling and manoeuvring of equipment/machinery/supplies.

A high degree of skill and dexterity is required when working with specialist equipment.
The use and thorough cleaning of all domestic equipment i.e. rotary scrubbing machines, wet pick-

ups, carpet shampoos, etc.

Manual collection of domestic and clinical waste bags/linen hampers throughout the day, regular movement of furniture and cleaning equipment. Manual handling knowledge is essential in order that tasks can be completed safely.

The postholder is required to follow a schedule of duties throughout their shift, the variety of which is indicated in the key result areas. Frequency of duties is dictated by the NHSScotland Cleaning Specification and, where applicable, patient/service/local requirements

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB (cont'd):

MENTAL EFFORT/SKILLS:

Meeting demands within constrained timescales and service deadlines. There are also frequent requirements for concentration however regular interruptions and work patterns can be unpredictable as a result of patient/service/local requirements.

Concentration is required whilst:-

- Completing paperwork where necessary, e.g. Linen Room/Stores/Laundry
- Using electrical equipment particularly in wet conditions e.g. carpet/floor maintenance
- Handling and preparing chemical solutions for cleaning tasks
- Serving patients' meals and beverages

EMOTIONAL EFFORT/SKILLS:

- Working in sensitive areas, e.g. A&E department
- At times witness to distressing circumstances, e.g. vulnerable, violent & aggressive patients or death of a patient where grieving relatives can also be present .
- At times and dependant on workplace, exposure to face to face physical aggression and threats of physical violence

ENVIRONMENTAL

- Frequent exposure to highly unpleasant working conditions, e.g. cleaning toilets, exposure to body fluids
- Requirement to work in varying temperatures, e.g. very hot - ward/laundry rooms or cold - corridors/entrances
- Exposure to the elements, e.g. Taking out refuse, movement between buildings

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The postholder will have good communication, verbal or otherwise and practical skills

Required to attend Corporate Induction including completion of Mandatory Learn Pro Modules. Required to undertake departmental job training including the operation of equipment and safe use of cleaning materials which allows flexibility within all areas of Domestic Services and is also required to be proficient in and have knowledge of or, undertake training in the following:

- Safe Systems of Work/Work Schedules
- Departmental Risk Assessments (COSHH, General, Moving and Handling)
- Codes of Practice/Infection Control Guidelines
- Food Hygiene
- Correct and economical use of materials and equipment

- Use of PPE
- Geographical knowledge of area/building/site
- Waste Management
- Linen Bagging Policy
- Security Procedures
- Datix
- Job Shadowing (usually first week)

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB (continued):

POLICIES (Awareness covered at Department Job Training)

- Domestic Services Core Value Statement
- Organisational Policies
- Caldicott Guidelines (confidentiality)

Healthcare Support Worker Standards/Domestic Services Workbook

- Domestic Services Workbook HCSW sections completed within 3 months of commencement

Additional basic training is required for duties to be carried out in certain areas:

- Linen Room
- Stores Distribution
- Staff Changing/Sewing
- Patients Personal Clothing Laundry
- Housekeeping Duties

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:

Head of Department Signature:

Date:

Date:

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