

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Housekeeper (Band 2)

Responsible to: Directorate Assistant

Department(s): Emergency Department

Directorate: Acute Medicine

Operating Division: Medical and Associated Services LUHD

Job Reference: 043605

No of Job Holders: 2

2. JOB PURPOSE

As part of a multidisciplinary team the post holder will ensure the upkeep of the ward environment and work collaboratively with clients to attend to housekeeping tasks within the department. The housekeeper will support the registered nurse and other relevant professional practitioners where appropriate.

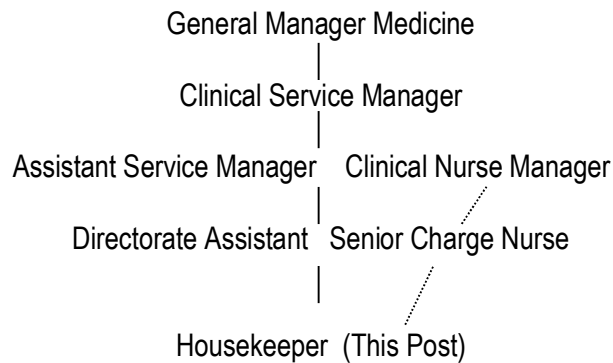
3. DIMENSIONS

The Royal Infirmary is a university teaching hospital, operating in the acute division of NHS Lothian. The department is the major Emergency Centre and is the designated receiving hospital in the event of major, chemical, biological, nuclear or radiation incident for Lothian and the Borders. Patient attendance is approximately 120 000 p.a. or 350 per day and presentations range from minor injuries or illnesses to those who require immediate resuscitation either in hospital or in the pre-hospital setting.

The post is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

The post holder is not responsible for managing the budget but needs to be aware of the resources available and the need to work within the financial envelope.

4. ORGANISATIONAL CHART



5. ROLE OF DEPARTMENT

The department provides 24 hour care for adult patients, presenting with a range of medical, surgical, orthopaedic, ophthalmic, obstetric and gynaecological emergencies. Although the department does not have a dedicated paediatric service, resuscitation care for paediatric patients will occasionally be required both in the department and in the pre-hospital setting. There are 4 resuscitation bays; an anaesthetic room for minor orthopaedic procedures, but which also operates as a resuscitation room as required; 7 high dependency cubicles; 10 immediate care cubicles; 6 cubicles for triage; 9 cubicles for minor injuries; decontamination suite and an observation cubicle.

The aim of the department is to provide a high quality, safe and supportive environment in order to care for patients and meet their identified physical and psycho-social needs.

Ensuring the highest standard of client care.

6. KEY RESULT AREAS

General

- To work within defined standards, protocols, policies and procedures for the department, directorate and NHS Lothian including the development of risk assessments to ensure delivery of the highest level of patient care at all times.
- To actively promote the importance of good housekeeping practices amongst all ward staff and visitors.
- To receive, welcome and guide visitors on the unit, liaising with other staff, as appropriate. To provide an orientation for patients and visitors to the department, including a description of all the facilities, directions to client amenities, staff uniforms and the routine within the department.
- To ensure the personal privacy and dignity of patients whilst carrying out housekeeping duties. To participate in patient satisfaction surveys as required.
- Explain the correct use of any equipment.
- Participate in the development of the service and clinical audit of services provided to ensure evidence based practice is identified and implemented.
- 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.
- Maintain patient confidentiality at all times.

Specific

Maintaining the Environment

- To establish a pleasant and welcoming atmosphere and environment for patients, visitors and staff alike.
- To monitor the general environment, co-ordinate the necessary repairs and maintain records of reported defects and remedial action taken in conjunction with registered staff and maintenance colleagues.
- To monitor stock levels of all supplies and carry out/delegate housekeeping duties, to support and maintain the running of the department in order to promote the effective and efficient use of resources.
- To take responsibility for the hygiene standards within the ward kitchen. To monitor fridge temperatures and take corrective action, where necessary. Ensure any food in the department fridge is labelled, dated and disposed of if not correctly labelled.
- Maintaining linen supplies for the clinical areas, returning any defective linen and ensuring that linen is fit for purpose and free from rips and tears.

Cleaning:

- Ensure, in collaboration with staff, patients and visitors, the cleanliness of the department at all times. Identify and deficiencies in standards and take appropriate local action immediately. Report and deficiencies in department cleanliness to the Nurse in charge for further action.
- Ensure the department is safe and tidy at all times. Removing clutter, tidying notice boards etc and ensuring that any spillages are immediately cleaned.
- Highlight to domestic staff which curtains require repair, cleaning and changing ensuring these requirements are carried out.
- Ensure all alcohol gel dispensers, paper towels and liquid soap for hand hygiene are replenished and report any deficiencies to department domestic staff to prevent cross-contamination in clinical area.
- Ensure all department equipment is kept clean and in a useable condition e.g. hoist.
- Ensure waste disposal bins are in good working order, free from rust and lids intact and that they are regularly emptied.

Assist the Charge Nurse Group in ensuring the cleanliness and safety of the department at all times. This list is not exhaustive.

Patient Safety

- Maintain patient and personal safety by attending regular updates on cardio-pulmonary resuscitation, moving and handling technique and fire safety.
- Where the client requires items of value or cash to be held for safe keeping complies with the Trust Policy for Safe Keeping of Patients Valuables. To report any missing personal effects to the Nurse-in-Charge.
- Report any untoward occurrence which threatens patient or staff safety immediately to the nurse in charge.
- Complete an electronic incident report for any untoward occurrence which threatens patient or staff safety.

Education

- Be proactive in personal career development to maintain skills/competencies and develop personal growth through training and education and actively participate in Performance Review/appraisal.

7a. EQUIPMENT AND MACHINERY

Post holder is expected to have knowledge and ability to use all equipment used in the area however may not have daily clinical involvement.

Generic	Specialised	Very Specialised
Thermometers	Hoists – Encore, Sara, Maxi/Arjo	
Fridge	Ophthalmoscopes and Auroscopes (checking)	
Ice Machine	Suction Equipment (checking and cleaning)	
Nursing Call System	Personal Alarm System	
Fire Equipment	Intercom System	
Pneumatic Tube System	Oxygen Cylinders	
Pat Slides	Glucometers	
Supreme 104 Water Boiler	Oxygen Points (cleaning)	
Drip Stands	Urinalysis testing	
Glide Sheets	Monitoring equipment for Blood Pressure and Temperature	
Electrically Controlled Chair		
Wheelchairs	Walking Aids (Zimmer, Gutta Frame, Crutches, Walking Sticks)	
Trolleys		
Sanitising Units (Bed Pan Washers)		
Weighing scales/Height Measurement Tool		
Telephone		
Foot stools		

7b. SYSTEMS

Ward Operational Policy, Procedures and Protocols

- PECOS for ordering stores and supplies
- TRAK Maintenance of patient records
- DATIX for incident reporting
- LEARNPRO for mandatory training and personal development
- Estates Helpline for maintenance and reporting
- Intranet/Internet for access to policies, infection control, health and safety guidance and ward shared files

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

8. ASSIGNMENT AND REVIEW OF WORK

Assignment: The post holder will be responsible for planning and organising his/her own work on a daily basis in liaison with the ward shift co-ordinator and the department charge nurse.

Review: Initial 3 month probationary period
Formal 6 monthly reviews
Annual appraisal from Line Manager.
Other reviews – may include sickness/absence return to work meetings.

9. DECISIONS AND JUDGEMENTS

- Plan work according to allocated workload.
- Demonstrates awareness of and works within own limitations.
- Health and safety awareness and the ability to recognise anything which poses a risk to patient or staff safety.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Works within the organisations policies, procedures and objectives.
- Establishing a rapport with the multidisciplinary team and gaining the confidence of patients and their families/friends.
- Taking care to safeguard their own health and safety as well as those of colleagues and patients..
- Managing self within a complex dynamic clinical environment.
- Maintaining skill and knowledge level in core competencies required for the role.
- Addressing the equality and diversity needs of patients and staff.
- Prioritisation of workload on a day by day basis.

11. COMMUNICATIONS AND RELATIONSHIPS

- Maintaining a safe, supportive and comfortable environment for clients and visitors within the challenging and constantly changing workplace.
- Meeting the expectations of clients and relatives.
- Will communicate proficiently with regards to planning, implement and review of workload.
- Communicate with the Line Manager or delegated other regarding their personal development needs.

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

Physical Skills / Demands:

Frequency

- Skills to safely manoeuvre wheelchairs, trolleys and other equipment in accordance with Manual Handling policy.
- Stand/walking for the full shift.
- Promoting the activities of daily living.
- Functioning within ergonomic constraints
- Computer and keyboard skills requiring dexterity, accuracy and speed.

Constantly
Frequently
Constantly
Frequently
Constantly
Frequently

Mental Demands:

- Interpersonal relationships with staff, patients, relatives and carers.
- Interruptions direct and indirect by patients, relatives and the multidisciplinary team.
- Time management skills.

Constantly
Constantly
Constantly

Emotional Demands:

- Supporting new staff and learners.
- Service changes.
- Sensitivity to the cultural & spiritual needs of multi-faith/cultural communities.

Frequently
Frequently
Frequently

Working Conditions:

- Exposure to body fluids
- Exposure to aggression and violence.
- Working in a dynamic demanding department.
- Temperature / air quality of working environment.
- Ergonomics.

Constantly
Frequently
Constantly
Constantly
Constantly

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

- Effective team player.
- Basic literacy and numeracy skills.
- Effective written and verbal communication skills.
- IT Skills.
- Ability to carry out delegated responsibilities with in a dynamic clinical environment.
- Ability to utilise initiative and work without direct supervision on a daily basis.
- Effective interpersonal skills.
- Time management skills and ability to work under pressure.
- Ability to prioritise workload.
- Ability to recognise limitations and when further development is required to undertake the role.

14. JOB DESCRIPTION AGREEMENT

I agree that I will make every effort to fulfil each element of this job description within the limits of my knowledge and skills. I commit to taking responsibility for my continued professional development and upholding the professional standards of the Code of Conduct for Health Care Support Workers.

Signature of Post Holder:

Signature of Head of Department:

Date:

Date: