



NHS Lothian Kickstart Candidate Information Pack Housekeeper



SKILLS
You can build on the skills you are good at



AMBITION
You can match your skills to those we need



STRENGTH
You can support your career goals



INTEREST
You can develop your interests into a career



Kickstart Candidate Information Booklet

Thank you for your interest in the Housekeeper roles we have within NHS Lothian for the Kickstart programme. This document aims to provide you with key information on the opportunities and what is involved from the application stage until the end of the 6-months positions.

Please read this carefully and if you have any questions on the information detailed in this document please do not hesitate to email the NHS Lothian Workforce Development Team via:

Loth.kickstart@nhslothian.scot.nhs.uk

In order for your email to be dealt with appropriately you must ensure you put the following information into the Subject Heading:

Kickstart Candidate Enquiry – (enter your unique DWP reference)

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Section 1: Frequently Asked Questions

QUESTION	ANSWER
What positions are available?	The positions which NHS Lothian are recruiting to are Housekeeper roles, these positions are designed to contribute to the successful running of wards through a range of roles ensuring the health, safety and control of infection, and supporting nursing staff within their daily duties.
What are the salary and working hours?	<p>All positions are paid as a Band 2, which is currently starting at £18,786 per annum pro rata, for a fixed-term period of 6-months.</p> <p>All posts are 25hrs per week. This will include working between the hours of 0800 – 1900.</p>
Does this include shift work?	<p>Those who work within Housekeeper roles are expected to work 5hrs per day, Monday to Friday.</p> <p>There will be no weekend or nightshift working required.</p>
Can I request to work in a specific ward/area?	<p>Any offer of employment will be decided by our recruiting team and allocation will be determined by service demand, taking into account your application, interview, skills and experience.</p> <p>There are positions available across various wards, including Acute Medical, Neurosciences.</p>

<p>What qualifications do I need?</p>	<p>The qualifications required to apply for our posts is a National 4 or above (or equivalent core skills such as Work Readiness Award Level 4) in English & Maths.</p>
<p>Do I need experience in a healthcare setting to apply?</p>	<p>No, all we ask is for you to have a passion for working in healthcare and hold the NHS Lothian values, we can teach you the skills you need to fulfil your role as part of your training.</p> <p>More details on the skills and experience we ask for is within the Person Specification which is at the end of this document, we advise that you familiarise yourself with this prior to starting an application.</p>
<p>What does the recruitment process entail?</p>	<ul style="list-style-type: none"> • Candidates with an interest in the posts available will initially be required to submit an application form via NHS Scotland's recruitment platform 'Jobtrain'. • The link to this advert is only available through your DWP Work Coach. To identify you are eligible to apply, you will be required to provide your unique DWP reference code within the application. Failure to provide this will result in your application being automatically rejected. Only those to a high standard and follow all the guidance provided will be shortlisted to progress to the next stages. • The Workforce Development Team will provide shortlisted candidates with a link to an information

	<p>session which you must attend. The session is designed to give you an overview of the Kickstart Programme, positions on offer and more detail about the next recruitment process stages.</p> <ul style="list-style-type: none"> You will then be invited to attend a virtual interview, the date and time of which will be provided, ahead of the information session. The interview link will only be issued to candidates who attend the information session. <p>More information on this process can be found here</p> <p>All interviews will be conducted online via MSTeams</p>
<p>If I am successful in the interview what checks do I need to pass to start in the post?</p>	<p>As with all offers of employment within NHS Lothian, your initial offer is only provisional until we have received the following:</p> <ul style="list-style-type: none"> 1 satisfactory reference - this has to be detailed therefore who you use as your referee is vital. You need to have direct contact details and a referee from within the last 2 years Pass Occupational Health Clearance – due to the nature of the role that is on offer you must have a Covid age of under 70 to progress through the process, to calculate your covid age please use this calculator Satisfactory Standard Disclosure Check – this, means you must let us know of any convictions before the recruitment process. We would also recommend you discuss with your Work Coach, before applying,

	<p>who can seek guidance for you from the Workforce Development Team as to whether this would impact your ability to be offered a position with us. Having a previous conviction does not mean you cannot apply for our positions but we ask you to declare any information as part of your application.</p>
<p>What training will be provided?</p>	<p>Each successful candidate will attend a week long induction programme on the start date of employment where you will go through a mandatory training programme before starting in your area.</p> <p>You will also take part e in a structured programme of formal learning throughout your 6mths of employment. This will lead to an accredited youth award. This will involve online sessions, completion of a workbook and the opportunity of coaching. More information can be found here.</p>
<p>Is there a probation period?</p>	<p>Yes, as with all new staff starting in NHS Lothian, you will be required to complete a 12 week probation period.</p>
<p>Will I be working within areas where there are patients who are covid-19 positive?</p>	<p>Yes, due to the nature of the roles you will be working within areas where there are patients with Covid-19.</p> <p>You will be supplied with required PPE and will be expected to adhere to strict infection control procedures at all times.</p> <p>Please note that this will involve wearing masks for your shift's full duration; this is a mandatory part of the infection control</p>

	procedures.
What happens once my Kickstart 6mth position is complete?	<p>For employees within the Kickstart programme who have shown high levels of commitment and engagement within their posts and education opportunities we will provide signposting and support to apply for suitable permanent positions.</p> <p>We regularly recruit to Modern Apprenticeships and have other entry level roles that may be suitable.</p>
Am I still entitled to all the staff benefits during my employment?	<p>You will be a member of staff so all benefits including pension and staff discounts will be available to you.</p> <p>Some of the benefits you will be entitled to are detailed here.</p>

Section 2: What are Housekeeper roles

As part of a large multi-disciplinary team (MDT), the post holder will ensure the upkeep of the ward environment and work collaboratively with patients to attend to housekeeping tasks within the unit. The housekeeper will support nursing staff and other extended team members appropriately and assist the Senior Charge Nurse (SCN) in ensuring the cleanliness and safety of the ward at all times.

In the role, the Housekeeper will

- Work across wards supporting the nursing teams
- Work as an integral part of the ward team, being responsible for the housekeeping of the ward in collaboration with the nursing team.
- Ensure a clean, safe, comfortable and welcoming environment and maintenance of equipment for patients, visitors and other staff.
- Assist in the delivery of catering, cleaning equipment maintenance cleaning and servicing and minor maintenance, together with other specified tasks to meet client needs.
- Work closely with support services, facilities management and other departments and suppliers as necessary.
- Contribute to the organisational objectives by maintaining patient equipment and ensuring it is ready for use.

Some of the duties that you may do to provide this will be:

- Receive, welcome and guide visitors on the ward, liaising with other staff, as appropriate. To provide an orientation for patients and visitors to the ward, including a description of all the facilities, directions to client amenities, staff uniforms and the day-to-day routine within the ward, e.g. - visiting times, mealtimes.
- Assist patients to access and interpret written information e.g. menu cards
- Co-operate with and maintain good working relationships with both the multidisciplinary team and other Healthcare and Social Care professionals. Have an empathetic approach to patients, carers and relatives, answering any queries, suggestions or concerns they may have where possible, referring them to the registered nurse where appropriate.
- Monitor stock levels of all supplies and carry out/delegate housekeeping duties, to support and maintain the running of the ward to promote the effective and efficient use of resources.
- 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 ward fridge is labelled, dated and disposed of if not correctly labelled.

- Ensure on admission, patients have access to a clean bed area with freshly changed linen and adequate supply of a towel, hand washing soap, paper towels and ward information booklet.
- Ensure patients personal belongings are within easy reach and, when not in use, are stored securely in the locker or safe if provided. Where the patient requires items of value or cash to be held for safekeeping complies with the Trust policy on Safekeeping of Patients Valuables. To report any missing personal effects to the Nurse-in-Charge.
- Ensure, in conjunction with the Catering staff, that patient's meals are served in a presentable and timely manner and that appropriate cutlery and condiments are supplied. Ensure that each patient receives their appropriate meal choice including those who are immobile.

This is not an exhaustive list of duties and more detail on the role can be found in the [Job Description](#).

Section 3: Your Learning and Development

All successful applicants will complete a 1-week induction and will receive on the job training to develop the skills and knowledge required for your role. As an employee on the Kickstart programme, you will be committed to completing a structured and evidenced programme of formal learning. The programme will include the following:

- A live session via MSTeams within the first few weeks of your employment with NHS Lothian. This session will introduce you to your learning and development programme and provide more detail on the opportunities available to you throughout your time with NHS Lothian.
- Attendance at 6 employability sessions, via MSTeams, covering the following areas:
 - Values
 - Applying for success
 - What matters to you
 - Health and Wellbeing
 - Career Pathways
 - Teamworking
- Completion of a workbook to evidence your learning throughout the programme, . Successful completion of this workbook will enable you to gain an accredited youth award.
- You will also be provided with an amazing opportunity to undertake individualised coaching sessions.
- Live sessions with external speakers and facilitators on a range of topics to enhance your learning and development journey.

Time will be provided within your week to attend mandatory sessions, this will be included in your contracted hours. Completion of the booklet will be expected to be undertaken in your own time but is also a mandatory part of the programme which you will be committing to. This will only require a couple of hours a week.

Section 4: Application Process

If you are interested in these roles you must ensure that you discuss this with your DWP Work Coach, as the link to the advert will only be available through them to apply.

Due to the interest expected for these positions, you must submit a high-quality application form via the advert; this will ensure that you are progressed through to the next stage of the recruitment process.

The information that you will need for the application form is:

- ✓ All personal details including the email address that is currently in use and you have access to every day
- ✓ All information on your qualifications that you have gained to date and the date these were achieved
- ✓ Details of all your employment history, this does not need to be paid work it can also be volunteering or any work experience/placements you have completed
- ✓ Details of at least 1 referee and their direct contact details. The referee must know you have put them forward and they must be contactable via telephone on the day that you are advised that you will hear back from your interview if successful. More details on who is a suitable referee are within the attached Application Form Guidance document.
- ✓ NHS Lothian is a proud 'Awards Aware' organisation which means we recognise any youth awards which you may have gained to date, and we endorse The Duke of Edinburgh Award. This means we will recognise the valuable skills you may have gained through this experience and you should evidence this on your application. Providing details of any awards you have achieved within your assessment questions and the skills/experience you gained.

Tip tops for completing a successful application form are:

- Always read everything in full, this includes this document and its attachments as well as the Person Specification and Job Description.
- Be prepared! Start to gather all information in advance and start to put together your response to the 3 assessment questions:
 - Why do you think you are suitable for this role?
 - Why do you want to work for the NHS?
 - Is there any other relevant information that will assist us in shortlisting your application?
- Put your answers to the above into a document which you can type up and keep e.g. MS Word or Google Docs if you save this it can be a basis for any future applications you may submit after the Kickstart programme has ended.
- Always check your spelling and grammar. Be careful with your capital letters, use them where needed but never use them for the whole application form
- When you complete the application form online NEVER leave any sections incomplete.
- Always get someone to check over your application form, having a fresh look from a different perspective can be extremely helpful and can pick up amendments which may need to be made.

Most importantly:

Remember that this is your chance to tell the person who is shortlisting the application forms that you are the person they want for the job!

For more information on how to complete a great application form please watch the video below and follow the steps and advice provided:

[NHS Scotland Application Form Guidance Video](#)

Section 5: I have been shortlisted, what happens next?

- You will be sent an invitation via the Jobtrain website on the 15th June 2021 with a link to the information session on 18th June 2021. This session is mandatory and must be attended. If you cannot attend for any reason you must inform both your Work Coach and the Workforce Development Team, who can be contacted using the details provided on the first page of this document.
- Also within this email, there will be a booklet attached which will ask you for information which you are required to send back to us within 72hrs for you to be issued the link to the next stage. The booklet will include some information that you need to confirm as well as:
 - Details of Occupational Health Services if you are successful
 - Covid Age Pro-Forma
 - Standard Disclosure Form which must be completed and returned
 - A list of the ID which you need to scan and return to us with the checklist

Please note that due to the sensitive nature of the information being provided, if you are unsuccessful all of the documentation received will be deleted and will not be shared with any other parties. This information will only be used for the pre-employment checks for successful candidates or those who are offered a place on our 'Reserve' database.

- Your face to face interview will take place on the 3rd or 4th March, again this will be via MSTeams and confirmation of the date and time as well as the link to the interview will be issued after your information session.
- Interviews will be based on [NHS Lothian Values](#), therefore please read and understand these in preparation for your interview.
- We recommend you use the STAR interview technique, please see guidance on this from the following links, it is highly recommended that you familiarise yourself with this process:
<https://www.myworldofwork.co.uk/tutorial-how-be-star-interview>
<https://help.open.ac.uk/using-star-technique-in-a-job-interview>
- Successful candidates will be advised, via telephone, on the 28th June 2021. If you are unsuccessful you will be sent an email on the same day via Jobtrain to advice.

Section 6: If you are offered a position, these are the key points

- You will receive your provisional offer via Jobtrain, please ensure that you complete the checklist requested in the email you receive via Jobtrain within 24hrs of this being received. This is a mandatory part of the process and must be completed promptly.
- We will seek your telephone reference as soon as you have verbally accepted the offer, therefore you must inform your referee that this will be happening and ensure they are available within the first two days after your offer is made.
- Keep in touch with the Workforce Development team at all times and reply to any queries as a matter of urgency, any delays with pre-employment checks can impact your start date
- Your start date to NHS Lothian will be 12th July 2021. This date is set and we are unable to move this start date.
- You will receive mandatory induction into NHS Lothian from Monday – Friday of your first week. A timetable of your induction will be given in advance of this. The induction is mandatory and must be attended in full before commencing in the clinical area. You will be paid for this induction.
- You will be required to complete your 12 week probation period, as per NHS Lothian policy.
- Throughout your employment within the Kickstart Programme, you will also be attending six employability skills sessions which are a mandatory part of the programme. A timetable for the sessions and workbook will be provided within the first two weeks of your employment and study time will be provided for you to attend these.

Section 7: What do I need for the next steps?

To be prepared for the recruitment process you will need to ensure you have the following:

- All the details required for your application form and most importantly your referees direct contact details, remember we cannot accept generic mailbox or contact numbers for companies/education providers
- Ensure you have IT for the recruitment process; this will need to be access to a laptop or computer with a camera with access to the internet.
- Have a note of all your addresses over the past 5yrs including dates that you lived in them for your Standard Disclosure Form
- If you have any un/spent convictions discuss this with your Work Coach who can seek advice from the Workforce Development Team on whether this will impact your ability to apply.
- The following documentation for pre-employment checks:
 - One which is photographic, for example, a current passport/UK driving licence (if not available a birth certificate will suffice) and one with current address (e.g. a utility bill/DWP Letter)
 - One with your date of birth (e.g. birth certificate).
 - Marriage certificate (If applicable)
 - National Insurance number/ Most recent payslip
- Calculate your Covid Age with the form at the back of this booklet

Section 8: Employee of NHS Lothian – We Value You!

Staff Pay & Benefits

- ✓ Cycle to work scheme, encouraging staff to maintain a healthy and active lifestyle whilst making substantial savings on the cost of a bike and safety equipment. T&C's apply
- ✓ Travel Pass scheme to assisting staff to purchase season tickets through a salary advance.
- ✓ Wide range of NHS employee discounts across several retailers.
- ✓ Generous career average pension scheme including employer's contribution of 15% and tiered employee contributions dependant on earnings.
- ✓ On successful employment into NHS Lothian, you will become part of the Youth Network, providing you with the opportunity to be involved in exciting and innovative work and network programmes with other young people working across all services within NHS Lothian.

Health & Wellbeing

- ✓ Generous annual leave allowance of 27 days and 8 public holidays (pro rata), with a further 2 days after 5 years service and a further 4 days after 10 years service.
- ✓ Generous sick pay entitlement scheme to support staff where they are unwell, increasing with service.
- ✓ Staff occupational health and counselling service to support staff encountering physical and mental health challenges.
- ✓ Staff health and wellbeing intranet site offering services and signposting for all staff
- ✓ Generous life cover included as part of the pension scheme
- ✓ The opportunity to join established staff networks, including Disability, Black & Minority Ethnic (BME) and Lesbian, Gay, Bisexual and Transgender (LGBT). These aim to provide peer support and companionship as well as many other benefits.

Family Friendly

- ✓ Paid and unpaid parental leave to support staff in bringing up their families.
- ✓ Wide range of flexible working options to support parents and carers.
- ✓ Childcare voucher salary sacrifice scheme.

Job Security

- ✓ Security of employment, with a policy of no compulsory redundancy.

Career Development

- ✓ Incremental pay progressions as staff develop their knowledge and skills.
- ✓ Wide range of career progression opportunities and career pathways to help staff plan their careers.
- ✓ Excellent training and development opportunities to support career development.



NHS Lothian has a range of career development pathways covering 6 core job families. These pathways aim to promote the range of careers choices available in the NHS and help staff and managers explore professional development and career progression options.

- ✓ **Skills** – You can build on the skills you are good at
- ✓ **Ambition** – You can match your skills to those we need
- ✓ **Strengths** – You can support your career goals
- ✓ **Interest** – You can develop your interests in a career

Section 9: Job Description

1. JOB IDENTIFICATION

Job Title: **Housekeeper (Band 2)**

Responsible to: Senior Charge Nurse

Accountable to: Senior Charge Nurse

Department(s): XXX

Job Reference: **L-GEN-NM-NS-H**

No of Job Holders:

2. JOB PURPOSE

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

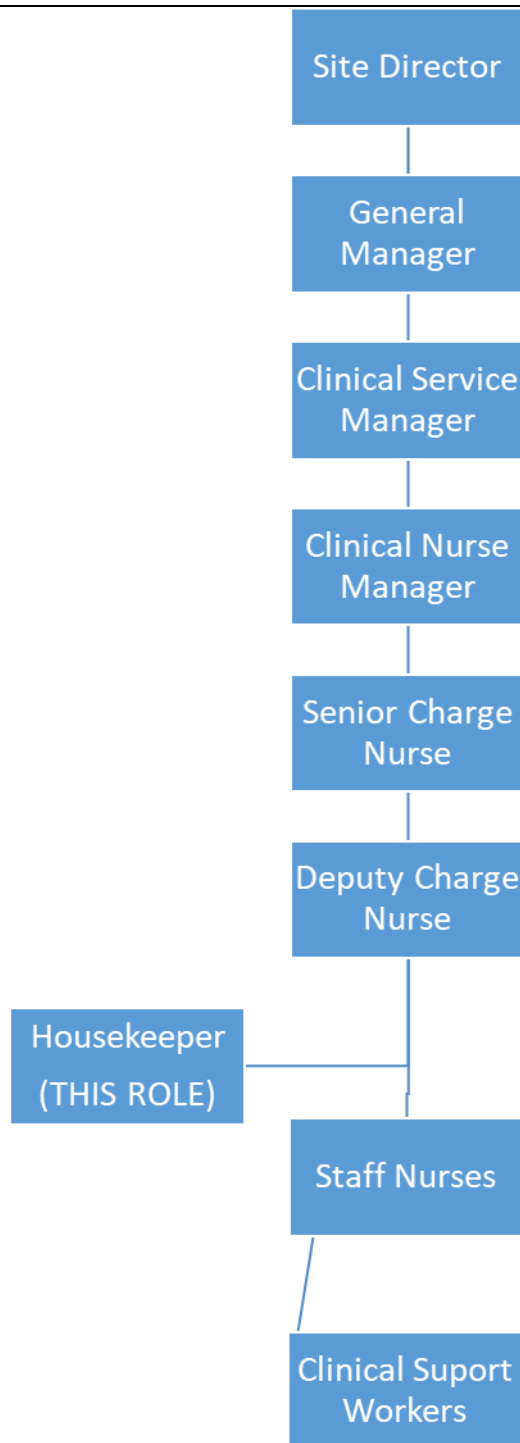
3. DIMENSIONS

The post holder will:

- Work across wards (XX) supporting the nursing teams
- Work as an integral part of the ward team being responsible for the housekeeping of the ward in collaboration with the nursing team.
- Ensure a clean, safe, comfortable and welcoming environment and maintenance of equipment for patients, visitors and other staff.
- Assist in the delivery of catering, cleaning equipment maintenance cleaning and servicing and minor maintenance, together with other specified tasks to meet client needs.
- Work closely with support services, facilities management, Medical Physics & Anaesthetic Services and other departments and suppliers as necessary.
- Contribute to the organisational objectives by maintaining near patient equipment and ready for use.
- Provide admin support to the Senior Charge Nurse as directed/ required.

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

ORGANISATIONAL POSITION



Key:

----- represents professional accountability

5. ROLE OF DEPARTMENT

To provide high quality recovery driven, patient centred care to patients/ patients with a variety of clinical needs in the (SPECIALITY) setting, helping the ward team meeting their identified physical and psychological needs. The post holder will, when required, assist the registered nurse with the management of direct and in-direct client care.

Ensuring the highest standard of client care.

6. KEY RESULT AREAS

General:

1. To work within defined standards, protocols, policies and procedures for the ward, directorate and NHS Lothian including the development of risk assessments to ensure delivery of the highest level of client care at all times.
2. To co-operate with and maintain good working relationships with both the multidisciplinary team and other Healthcare and Social Care professionals. Have an empathetic approach to patients, carers and relatives, answering any queries, suggestions or concerns they may have where possible, referring them to the registered nurse where appropriate.
3. To maintain up to date written and electronic records and reporting and escalating as required, informing the registered nurse of any observed change in the patients condition. Recording any changes to comply with local, Professional and Health service standards. Maintain patient confidentiality at all times.
4. To actively promote the importance of good housekeeping practices amongst all ward staff and visitors.
5. To receive, welcome and guide visitors on the ward, liaising with other staff, as appropriate. To provide an orientation for patients and visitors to the ward, including a description of all the facilities, directions to client amenities, staff uniforms and the day-to-day routine within the ward, e.g. - visiting times, mealtimes.
6. To ensure the personal privacy and dignity of patients whilst carrying out housekeeping duties. To participate in patient satisfaction surveys, as required.
7. Assist patients to access and interpret written information e.g. menu cards
8. Explain the correct use of any equipment e.g. personal safe.
9. To plan day to day workload, under the direction of the registered nurse and according to client needs.
10. To be responsible for ensuring personal ongoing training as required, ensuring skills/competencies are maintained.
11. Participate in the development of the service and clinical audit of services provided to ensure evidence based practice is identified and implemented.
12. 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.

Specific:

Maintaining the Environment:

1. To establish a pleasant and welcoming atmosphere and environment for patients, visitors and staff alike.
2. To monitor the general ward environment, co-ordinate necessary repairs and maintain records of reported defects and remedial action taken in conjunction with staff nurses, charge nurses and maintenance colleagues.
3. To monitor stock levels of all supplies and carry out/delegate housekeeping duties, to support and maintain the running of the ward in order to promote the effective and efficient use of resources.
4. 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 ward fridge is labelled, dated and disposed of if not correctly labelled.
5. 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.
6. Ensuring on admission patients have access to a clean bed area with freshly changed linen and adequate supply of a towel, hand washing soap, paper towels and ward information booklet.
7. To ensure that following discharge of a client, the bed area and locker is cleaned and the bed re-made in preparation for the incoming patients.
8. To ensure patients personal belongings are within easy reach and, when not in use, are stored securely in the locker or safe if provided. Where the client requires items of value or cash to be held for safe keeping complies with the Trust policy on Safe Keeping of Patients Valuables. To report any missing personal effects to the Nurse-in-Charge.

Catering:

1. Ensure that the ward environment encourages the fluid and food intake of patients by ensuring dining rooms and clean and welcoming cleaning wiping clean tables after each meal and setting out tables in preparation before the next meal. Offer patients assistance to cleanse their hands before and after meals.
2. Work collaboratively with patients to complete their menu cards on a daily basis, working under the guidance of the registered nurse to do so when required ensuring patients dietary requirements are met. Return menus to the Catering Department at the required time.
3. To ensure, in conjunction with the Catering staff, that patients meals are served in a presentable and timely manner and that appropriate cutlery and condiments are supplied. Ensure that each patient receives their appropriate meal choice including those who are immobile.
4. In conjunction with the nursing team, ensure that patients can reach their food and assist patients, as necessary, e.g., removing lids and cutting up food, where required, placing food within reach and encouraging patients to eat.
5. To identify to the nursing staff when a patient requires assistance to eat and/or drink. Following appropriate training, provide assistance to patients with drinking and feeding.
6. Ensure the Registered Nurse is aware of the patient's food and fluid intake following meal times. Once training provided, to record fluid and food intake. To inform catering staff when patients have finished their meals in order that food trays can be cleared.
7. To ensure patients have an appropriate supply of drinking water and clean glasses. To prepare ad hoc hot/cold beverages. When indicated, offer visitors drinks.
8. To ensure that discharged and newly admitted patients meal requirements are actioned in conjunction with the Registered Nurses. To co-ordinate extra meal requirements that may arise.
9. Attend the Nutritional Care Group and Catering Liaison Meeting monthly to ensure best practice is followed.

Cleaning:

1. Ensure, in collaboration with staff, patients and visitors, the cleanliness of the ward at all times. Identify any deficiencies in standards and take appropriate local action immediately. Report any deficiencies in ward cleanliness to the Senior Charge Nurse for further action.
2. Ensure the ward is safe and tidy at all times. Removing clutter, tidying notice boards etc and ensuring that any spillages are immediately cleaned.
3. Highlight to domestic staff which curtains require repair, cleaning and changing ensuring these requirements are carried out.
4. Ensure ward bedrooms, mattresses and bed frames are on a regular cleaning schedule.
5. Ensure all alcohol gel dispensers, paper towels and liquid soap for hand hygiene are replenished and report any deficiencies immediately to ward domestic staff to prevent cross-contamination in the clinical area.
6. Changing bed linen on a daily basis in collaboration with patients and other nursing staff.
7. Ensure windows are on a regular cleaning schedule.
8. Ensure any ward plants are on a regular cleaning schedule
9. Assist the registered nurse and ward charge nurses with the regular monitoring and auditing of maintaining cleaning standards e.g. HAI/PQI Auditing.
10. Ensure all ward equipment is kept clean and in a usable condition e.g. hoists and slings.
11. Ensure waste disposal bins are in good working order, free from rust and lids intact and that they are regularly emptied.
12. Ensure all surfaces are free from dirt and dust to prevent contamination or infestation.
13. Report any infestations immediately to the registered nurse and charge nurse and ensure immediate action is taken e.g. contact estates.

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

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 Housekeeper is expected to have knowledge of equipment required to carry out role however may not use all of them on a daily basis. Examples of equipment and machinery used:

Non Patient Handling equipment:

Beds – standard and therapeutic.

Step Ladders.

Trolleys.

Communication aids :

Telephone, computer, photocopier.

Software packages e.g. Microsoft word / excel.

Alarm system.

Other:

Televisions, ice machine, nurse call system, wheelchairs, weighing scales, height measurement tool, specialist mattresses, bed pan washer.

This list is not exhaustive.

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

7b. SYSTEMS

Ward Operational Policy, Procedures and Protocols.

PECOS – for ordering stores and supplies.

DATIX – for reporting incidents.

LEARNPRO – for mandatory training and personal development.

Intranet and internet – access to policies, infection control manual, health and safety guidance and ward shared files.

Estates helpline – for maintenance and reporting.

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 ward charge nurses.

Review:

Initial 3 month probationary period.

Formal 6-monthly reviews.

Annual appraisal from ward charge nurse or designated deputy.

Other reviews - may include sickness / absence return to work meetings.

9. DECISIONS AND JUDGEMENTS

Observe, recognise and report changes in patient condition including pertaining to both the emotional and physical needs.

Prioritisation of allocated workload.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Works within the organisations policies, procedures and objectives.

Works under the guidance of the shift co-ordinator and ward charge nurses.

Prioritisation of workload on a day by day basis.

Using knowledge and systems to escalate immediately arising concerns e.g. health and safety.

Taking care to safeguard their own health and safety as well as those of colleagues and patients.

Maintain high standards of client care within defined resources and remit of this post.

Working with patients who may be distressed, anxious, and terminally ill or have cognitive impairment and communication problems.

Maintaining skills and knowledge level in core competencies required for role.

11. COMMUNICATIONS AND RELATIONSHIPS

Maintaining a safe, supportive and comfortable environment for patients and visitors within the challenging and constantly changing workplace.

Meeting the expectations of patients and relatives.

Will communicate proficiently with regards to planning, implementation and review of workload.

Requires communicating effectively with patients who may be distressed/worried or anxious.

Communicate with the ward charge nurse or delegated other regarding their personal development needs.

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

Physical Skills

Frequent moving and handling (non patient) of equipment and stores.

Manual handling skills.

IT skills.

May participate in management of violence and aggression or resuscitation procedures at the direction of the registered nurse/more senior staff.

Mental Demands:

Maintaining high levels of client interaction on a daily basis which requires concentration.

Maintaining high levels of concentration on a daily basis when checking documents/deliveries whilst subject to frequent interruptions from patients / relatives / team members.

Working in a busy ward where information frequently changes.

Ability to deal flexibly with frequently changing situations and unpredictable events and prioritising demands workload.

Constant awareness of risk factors.

Emotional Demands:

Communicating with distressed, anxious, worried patients / relatives / carers.

Supporting new staff and learners e.g. student nurses.

Environmental:

Working in conditions, which may involve exposure to bodily fluids including sputum, vomit, urine and faeces.

Potential exposure to episodes of verbal and physical aggression from patients/relatives/carers.

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

Essential:

SCQF Level 6 in Healthcare related subject and/or appropriate experience/competency to undertake role.

Basic literacy and numeracy skills.

Effective written and verbal communication skills.

IT Skills.

Ability to work with people and as part of a multidisciplinary team.

Ability to show initiative and work without direct supervision on a daily basis.

Organisational and time management skills.

Ability to remain calm under pressure.

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:

Section 10: Person Specification and Covid Age Calculator

Criteria	Essential	Desirable
Personal Traits	<p>Understand and possess the NHS Lothian Values: NHS Lothian Values</p> <p>Good at working under pressure and meeting deadlines</p> <p>Positive approach & willing to continue to learn and grow.</p> <p>Passion for working within a Healthcare Environment</p> <p>Demonstrate honesty, integrity, care and compassion when dealing with others</p>	
Qualifications and Training	<p>National 4 or above in English and Maths</p> <p>This can be evidenced through core skills at Level 4 gained within another qualification.</p>	
Experience and Knowledge	<p>Evidence of ability to work within a team and work with others towards achieving shared goals and learning from mistakes.</p> <p>Make the best use of resources including time, to achieve agreed goals for service delivery and taking responsibility for own actions.</p>	<p>Experience in dealing with public/good customer Care skills</p> <p>Knowledge of Health and Safety & Infection Control Procedures</p> <p>Experience of working in health or social care.</p>
Skills and/or Abilities	<p>Ability to carry out assigned tasks effectively in a busy dynamic environment</p> <p>Contribute and work as part of a wider team and across services.</p> <p>Ability to work accurately and pay attention to detail.</p>	

	<p>Strong IT skills when using a variety of Microsoft Packages</p> <p>Effective written and verbal communication skills</p> <p>Good interpersonal skills and communication skills to ultimately liaise with all parties you work alongside including those internal to NHS Lothian and education provider.</p> <p>Ability to work on own initiative and understanding how to problem solve.</p>	
<p>Specific Job Requirements</p>	<p>To work within standards set out in Healthcare Support Worker (HCSW) code of conduct</p> <p>Good timekeeping and flexibility to work across NHS Lothian sites</p> <p>Working shift patterns determined by service needs and requirements</p> <p>Ability to work in a physically demanding and challenging role.</p>	

As indicated earlier in this booklet, part of the checks that are in place for occupational health is that any potential staff members who are starting in these roles, are required to have Covid age of less than 70yrs of age. Therefore you must check this before applying as this will have an impact on your ability to start in post. Please use the form below to calculate your covid age before application.

AGE 18 – 29

Use this table if the employee is between the ages of 18 and 29

Name:		Age	
Job role:			

COVID-age factors*			
Sex:	Male	No change	
	Female	- 5	
Ethnicity:	Asian or Asian British	+ 5	
	Black	+ 7	
	Mixed	+ 5	
	Other non-white	+ 4	
	White	No change	
BMI: (Calculator: https://www.nhs.uk/live-well/healthy-weight/bmi-calculator/)	Under 30	No change	
	30 – 34.9	+ 7	
	35 – 39.9	+ 18	
	40+	+ 24	
Respiratory disease	Mild asthma • no requirement for oral corticosteroids in past year	+ 1	
	Severe asthma • requiring oral corticosteroids in past year	+ 15	
	Chronic respiratory disease (excluding asthma)	+ 17	
Type 1 Diabetes	Well controlled	+ 24	
	Poorly controlled	+ 28	
Type 2 Diabetes (and other forms)	Well controlled	+ 21	
	Poorly controlled	+ 22	
Heart disease	Heart failure	+ 25	
	Other chronic heart disease	+ 20	
	High blood pressure	+ 12	
Neurological disease	Cerebrovascular disease (e.g. stroke / TIA / dementia)	+ 17	
	Other chronic neurological disease*	+ 22	
Chronic kidney disease*	Moderate chronic kidney disease	+ 38	
	Severe / end-stage chronic kidney disease	+ 50	

Haematological cancer	Diagnosed less than a year ago	+ 32	
	Diagnosed 1 – 5 years ago	+ 30	
	Diagnosed > 5 years ago	+ 21	
Cancer	Diagnosed less than a year ago	+ 32	
	Diagnosed 1 – 5 years ago	+ 24	
	Diagnosed > 5 years ago	+ 17	
Other conditions	Liver disease	+ 30	
	Organ transplant	+ 24	
	Spleen dysfunction / splenectomy	+ 13	
	Rheumatoid / lupus / psoriasis	+ 2	
	Other immunosuppressive condition*	+ 28	
Total COVID age factor 'years' to be added/subtracted			

Add the COVID age factor 'years' to your own age	'COVID-age'	
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* This has been simplified to make it more accessible. More detailed information on conditions can be found here: <https://alama.org.uk/covid-19-medical-risk-assessment/>

Additional Notes:



You should use this form to help determine your suitability for the positions that NHS Lothian is recruiting to for the Kickstart Programme. Please direct any queries to your Work Coach.

- You have read and fully understood the candidate information booklet's content regarding NHS Lothian's Kickstart Programme.

- You have at least one suitable reference in line with the guidance, and they are happy to be contacted via telephone within 48hrs of any successful offer being made.

- You have calculated your Covid age on the Pro-forma provided and confirm your covid age is under 70yrs.

- You have adequate IT for the recruitment process; this will require you to access a laptop or computer with a camera with internet connectivity.

- You have discussed any un/spent convictions with your Work Coach. You are satisfied that you will pass a Standard Disclosure Check using the information booklet's guidance.

- You can work shifts required for the role; the candidate information booklet will outline what these are. Depending on individual circumstances, this will involve travelling to and from work, on public transport.

- You have all the necessary identification documents required for pre-employment checks.

- You are aware that the positions recruited to are across a range of wards, including but not restricted to, Acute medical, Surgical, Stroke and Complex Mental Health Wards. The recruiting team will decide allocation to the ward for successful candidates.

- You understand that you will be working in areas where some patients have Covid-19, and this will require you to wear a mask at all times when on shift.