# NHS GREATER GLASGOW & CLYDE

**JOB DESCRIPTION**

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| **1. JOB IDENTIFICATION** | | | |
| **Job Title :** | Ward Housekeeper | | |
| **Job Grade:** | Band 2 |  |  |
| **Division** | Acute Division |  |
| **Directorate** | Women and Children's | | |
| **Department:** | Ward 3B, RHSC | | |
| **2. JOB PURPOSE**  The Ward Housekeeper will work in a distinct role to support the delivery of clinical care by assisting in the maintenance of a clean, safe and attractive environment , conducive to patient care. Co-ordinating a range of ward services , including cleaning , catering , supplies , linen services, and general maintenance issues reporting and rectification , the post holder will work closely with the Division's support service departments and Ward Manager and staff to ensure that national and local standards are met.  The housekeeper will communicate with patients, parents & visitors , providing essential information relating to the general facilities and ad hoc services available within the Ward and hospital environment. | | | |
| **3. ORGANISATIONAL POSITION**  I Lead Nurse I  I I General services I  Supervisor  Ward Manager  I I  Senior Staff Nurse  I I I  I I I I  I Staff nurse I Nurse Support I I Nursing Auxiliary I lWard J  Housekeeoer | | | |

1. **SCOPE AND RANGE**

The post holder will work as an integral member of the Ward team with duties allocated by the Senior Charge Nurse

The post holder will work closely with the General Services Staff and communicate regularly with th General Services Supervisor

The post holder is expected to assist in maintaining a high standard of environmental cleanliness within clinical areas and also facilitate the efficient provision of all non-clinical support services.

The post holder will communicate a wide range of information to patients, parents and· visitors ensuring general awareness of services availability and an awareness of how members of the public can assist with the efficient running within the Ward environment eg. keeping children's cubicle/bed areas free from clutter to facilitate regular cleaning .

The Housekeeping Service operates between the hours of 8.00am and 4.00pm , although specific times vary within individual Ward areas . Staff may be required to work out with these hours.

# MAIN DUTIES AND RESPONSIBILITIES

The post holder will work to ensure the delivery of efficient , high quality standards from the range of support services to meet the needs and demands of the Ward. The Housekeeper is expected to have a flexible approach to the daily routine and an understanding and ability to prioritise circumstances/situations arising throughout the day.

Main duties are categorised under the following headings: Cleaning

* + The post holder will undertake the monitoring of cleanliness and influence the quality of cleaning .standards on the Ward , ensuring predetermined standards are complied with consistently. The post holder is expected to liase with General Services Supervisors to arrange ad hoc cleaning tasks such as spot cleaning , to ensure spillages etc are dealt with swiftly and efficiently.
  + The post holder will ensure general and specialist equipment, as advised by the Senior Charge Nurse, e.g. drip stands , commodes etc., are cleaned as per policy.
  + The post holder will facilitate a safe, clean and tidy environment free from all unnecessary clutter.
  + The post holder will liase regularly with General Services Supervisors , Infection Control Nurse, Senior Charge Nurse and ward staff to review the consistency of standards of cleanliness within the Ward, agreeing the means and timescales by which any issues are to be resolved.
  + With guidance from the Senior Charge Nurse, the post holder will assist in maintaining an efficient schedule of cleaning within all isolation nursing areas , as per policy.

Catering

* + The post holder will facilitate an appropriate environment for the delivery of efficient

meals service, i.e. adequate cutlery, utensils, appropriate furniture, availability of drinks etc.

* The post holder will facilitate the serving of meals that are of an appropriate quality, are well presented, served at the appropriate temperature and are delivered at the correct times .
* The post holder will monitor the Ward kitchen area to ensure the environment is kept clean and tidy at all times and will check that refrigerated foods are labelled and stored as per policy and all out of date foods are discarded.
* The post holder will communicate regularly with patients and parents ensuring that individuals are aware of daily menus, the availability of choice and times of services, also indicating the locations of all catering services located throughout the hospital.
* The post holder will ensure that patients, whose fluid intake is not medically restricted , have access to fresh water. Uugs & age appropriate cups)
* The post holder will communicate regularly with patients and parents regarding general food service standards and will liase with The Catering Manager regarding the popularity of food offered and provid·e general feedback, facilitating and influencing improved standards of quality.

Maintaining the environment

* The post holder will monitor the quality of service delivery as per predetermined service level agreements relating "to linen services, bed/cot turnover and cleaning, general portering services etc., informing and agreeing with General Service Supervisors any actions required to rectify issues arising, quickly and efficiently.
* The post holder will manage the maintenance of a Ward defects call log book ensuring that maintenance issues are reported and remedial actions are undertaken and logged timeously .
* The post holder will maintain systems to manage record keeping of ad hoc housekeeping duties e.g. curtain changing, defrosting of refrigerators and freezers , wall washing etc .
* The post holder will administer, check anp organise storage for deliveries of goods from general Stores, ensuring the Ward has sufficient stocks to meet patient and staff needs. Appropriate, pre-determined requirements will be identified by regular communication with the Senior Charge Nurse and ward staff .
* The post holder will monitor and check daily that communal areas within each Ward ,

and also between Wards , are kept clean and tidy at all times. General

* The post holder will be expected to suggest areas where service delivery at Ward level could be improved, assess the impact of reorganising service activity and navigate agreed change to a successful conclusion .
* The post holder will welcome and guide visitors on the Ward . Additionally, they will communicate with patients and parents advising of all support service delivery , e.g. catering service frequencies and choice availability, availability of restaurants for parent's use, location of payphones , taking appropr iate action and directing via appropriate channels , responding to requests for general information etc.
* The post holder is expected to respect the privacy and dignity of patients at all times ,

demonstratin a tactfuf , sensitive a proach as re uired.

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| * The post holder will advise Senior Charge Nurse and General Serv.ice Supervisors of any general security related issues or concerns. |
| **6. SYSTEMS AND EQUIPMENT**  The post may involve the use of barrows and trolleys for the transportation of goods.  The post holder is required to have an understanding of basic computer systems in order to access computerised supplies ordering. |
| **7. DECISIONS AND JUDGEMENTS**  Identify areas where service delivery at Ward level could be improved and assess the impact of reorganising service activity .  Respond to a wide range of sensitive situations encountered at Ward level on a regular basis, responding sensitively and tactfully as required in areas where for example children are seriously unwell or parents/patients are obviously distressed.  The undertaking of all duties must be prioritised on an ongoing daily basis to ensure the efficient delivery of services. The Housekeeper is expected to make appropriate judgements relating to issues that are reported and deal with such via standard processes , and being able to identify issues and situations that require advice , input and assistance from colleagues or line managers.  Think creatively about the most appropriate means of support services delivery and suggest new improved systems which could benefit patient services/care , Ward and General Services staff . |
| **8. COMMUNICATION AND RELATIONSHIP S**  Communicate and develop good relationships with a wide range of patients/parents and visitors who may have particular requests and queries in relation to the services provided.  From an operational and service development perspective the Housekeeper will communicate with and develop networking relationships with a wide range of staff eg. General Services Managers and Supervisors , Ward and Clinical Managers and staff , Infection Control Nurses, Supplies Managers, Medical Illustration Managers and staff , Heads of Departments , and administrative and clerical staff.  Communication would normally be face to face , by telephone , written and electronic formats. |

# PHY SICAL DEMANDS OF THE JOB

A significant proportion of The Housekeepers working time will be spent undertaking duties either standing or walking .

A variety of tasks will involve carrying various loads, e.g. curtains , general delivery receipt and storage. Various duties will also necessitate lifting and stretching , e.g. arranging various storage areas.

The Housekeeper will use various pieces of equipmenUmachinery to support and assist with Ward cleaning tasks/schedules

# MOST CHALLENGING / DIFFICULT PARTS OF THE JOB

Development of a new role, ensuring that the wide range of duties , tasks and issues involved are co-ordinated and undertaken to a high standard by the appropriate members/groups of staff.

Assisting with the development of the Housekeeper role, suggesting areas of service for improvement, making judgements about the potential impact of change or reorganisation of current methods.

Influencing and facilitating change in terms of support service delivery , being able to

clearly demonstrate or communicate potential improved outcomes .

Suggesting how best to resolve issues arising which relate to ad hoc housekeeping related tasks requiring attention , where there is currently no clear line of accountability/responsibility for such individual tasks being undertaken.

Developing robust support networks to facilitate general improvement of services delivered at Ward level.

Balancing and prioritising the comprehensive range of tasks , using own initiative, to

ensure consistent development of standards in all areas.

Undertaking some unpleasant duties on occasions , eg. assisting with cleaning flooded toilets.

Dealing with patients/parents in sensitive circumstances and sometimes in difficult and challenging situations associated with members of the public who can be aggressive and sometimes violent.

Working in an environment where there can be emotional situations when patients are seriously ill or die, and trying to remain focused on duties on these occasions.

# KNOWLEDGE , TRAINING AND EX PERIENCE REQUIRE TO DO THE JOB

Familiarity with Hospital Ward environments.

Experience or ability to identify areas where service delivery at Ward level could be improved, assess the impact of reorganising service activity and navigate agreed change to a successful conclusion .

Demonstrate knowledge and experience of hospital cleaning practices , particularly of isolation areas.

Demonstrate knowledge and experience in the safe and appropriate use of all cleaning related equipment.

Demonstrate an ability to develop and maintain effective and efficient administrative , monitoring and recording systems and have an understanding of basic computer systems .

Awareness and understanding of Hospital Acquired Infection principles and its

prevention .

Awareness and understanding of Food Hygiene principles.

Participate in Divisional and Local Induction programme.

Knowledge and understanding of Hospital and departmental policies that affect day to day activities , eg. Health & Safety, Lifting & Handling, Infection Control, Environmental Cleanliness Standards , Monitoring Tools , Safety of Medical Gases, COSHH Regs, Fire Safety and Evacuation Training .

Awareness of the Division's policy on confidentiality and the Data Protection Act 1998 relating to information held manually or on computerised systems . They are required to respect the confidentiality and privacy of patients and staff at all times .

The post holder is expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team .