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### JOB DESCRIPTION

**Job Title Domestic Assistant**

**Department(s)** Property & Support Services Department

**CAJE ID NHSL16/042**

**No of Job Holders**

### JOB PURPOSE

Provide domestic service to patients, staff and visitors of NHS Lanarkshire, (NHSL) premises through the use of effective and efficient methods, which deliver a ‘safe’ and welcoming environment and meet the required NHSL and Hospital Acquired Infections (HAI) standards.

### To work alongside and support new staff in the working environment

1. **ORGANISATIONAL POSITION**

Domestic Supervisor

Domestic Assistant

1. **SCOPE AND RANGE**

Undertake a range of cleaning duties and practices to maintain the fabric and furnishings of NHSL hospital buildings and community premises in line with HAIstandards and to ensure National Monitoring Framework (NMF) scores are maintained to deliver a ‘green’ score.

Undertake a range of duties relating to patient food and beverage service

Service operates over a range of hours and days

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| MAIN DUTIES/RESPONSIBILITIES* Undertake a range of cleaning tasks which require the use of machinery, equipment and cleaning appliances involving manual handling and lifting
* To ensure all cleaning is undertaken to the required standards and report to supervisor any areas not cleaned due to access issues etc
* Utilise cleaning materials and agents in keeping with Health & Safety responsibilities and Control of Substances Hazardous to Health (COSHH) guidelines.
* To undertake the full range of duties, cleaning all equipment, furniture/fittings and surfaces including the arm of the bedside communication systems, bed frames, patient chairs etc, as identified in the Daily Weekly Cleaning Schedules (DWCS)/ job schedules.
* To complete and comply with all tasks as requested and allocated through the Computer Aided Facilities Management (CAFM) system
* Undertake the accurate completion and signing off the DWCS on a daily basis to ensure the departments audit/monitoring arrangements are being achieved and evidenced.
* As and when required change all curtains, shower, and bed screens using ladders/electric platforms.
* Collection, segregation, removal, storage and disposal of waste in accordance with Infection Control guidelines and site procedures.
* Undertake all duties in the most efficient and effective way and in line with NHSL policies and procedures
* Ensure the safety and consideration of patients, staff and visitors at all times whilst performing tasks.
* To load, unload, manoeuvring food, beverage trolleys in a range of locations
* Undertake a range of catering duties at ward level during patient meal periods; to include table setting, distribution, collection of menu’s, taking and recording food temperature, plating meals, serving beverages, dishwashing and the suitable co-ordination and storage of ward catering provisions, in line with site procedures
* Completion of audit records within the required timelines in respect of patient ward pantry fridge, temperatures, stock indents, daily work schedules, and the reporting of incidents and occurrences (depending on geographical area)
* Responsible for maintaining adequate stocks of cleaning materials and consumables and requesting further supplies from supervisor when required.
* Perform tasks wearing the correct uniform and protective clothing at all times.
* Observe Health and Safety, COSHH and training instructions during the use of mechanical equipment and cleaning agents.
* Report all equipment/fabric/furnishing defects to the supervisor/manager in a timeous manner
* To report/maintain, via electronic equipment, records of activities undertaken to allow accurate activity records to be maintained and analysed
* Support new starts in undertaking their job role
* To attend training, toolbox talks as requested and as identified through the annual Personal Development Programme (PDP) process
* To undertake visual inspection of equipment, prior to use, in line with H&S and training and take out of service and report to supervisor/manager any equipment faulty, completing appropriate paperwork i.e. Portable Electrical Equipment
* Communicate, to supervisor/manager requests to changes, in work practices, to ensure risk assessments, work instructions are appropriate
* Be responsible for the security of premises through effective key holding arrangement, deactivating and setting security alarms as required
* To take action identified in the locations Fire Control Book which may include ‘muting’, meeting/directing fire brigade, and resetting fire panel.
* To actively participate in changes to service delivery
* To conduct all exchanges with patients, staff and users of NHSL services in line with NHSL policies and procedures.
* To participate in the NMF audit tool with Supervisors, Managers and Nursing Staff as required using paper or electronic equipment
* Participate in risk assessments as required within the working environment
* Observe complete confidentiality at all times during the performance of the role.
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| **6. EQUIPMENT & MACHINERY**The post holder is responsible for the safe us of all equipment required to undertake their task and example of which are:This will include dismantling, cleaning and re- assembling of equipment |
| Machinery | Appliances/Tools | Catering |
| Vacuum Cleaners | Domestic Service Trolley | Dishwasher |
| Scrubber/Polishing Machines | Brushes/Shovels | Food Trolleys |
| Wet Pick Up | Mops/Buckets | Waste Disposal Unit |
| Carpet Shampooers | High Dusters | Hot Water Boilers |
| Washing Machine  | Bonnet Mops | Hot Storage CupboardsThermometers/Probes |
| Tumble DryersSteam Cleaners Floor Sweepers  | Dispensing Units: Toilet RollsHand TowelsSoapMicrofibre | Electronic Equipment i.e. Ipads, phones, pagers etc |
| Buffing Machines | Chemical Dosing Units |  |
| Ladders  | Safety Signage |  |
| Electric PlatformsSpillage Kits  | Protective Equipment:Goggles, Gloves, Aprons |  |

**7. SYSTEMS**

Adhere to Legislation/ Standard Operating Procedures (SOP’s) / Guidelines to ensure that the department is run in an efficient and safe manner e.g. Health & Safety, Fire Safety, C.O.S.H.H, HAI Guidelines, Occupational Health, and Risk Assessments.

Completion of manual records to allow authorisation and completion of SSTS Records i.e signing in/out sheets for additional hours worked, Self Cert forms, Leave request etc

##### Completion of paperwork/records relevant to post e.g DWCS terminal, second, discharge cleans etc

##### Completion of Stores Indent forms

##### Report faulty equipment to Supervisor/Manager.

##### Completion of paperwork relevant to post, e.g. daily/weekly cleaning schedules

##### Completion of staff surveys

##### Participating in relevant audits

## 8. DECISIONS & JUDGEMENTS

##### The post holder would be expected to perform their daily duties to the required standards using appropriate machinery and materials provided and in the most efficient and effective way and in line with NHSL policies and procedures

Supervision is always available to provide guidance however the areas of discretion that may require judgment include:

Unforseen/emergency situations resulting in the planned workload requiring to be reviewed/changed to meet the needs of the clinical services

**9. COMMUNICATIONS & RELATIONSHIPS**

The post holder will have regular communication with the following staff either face to face or telephone:

Domestic Supervisors/Managers

Hotel Services Managers/supervisors, staff

Hospital Management/Staff

Infection Control Service

Ward Managers/Nursing Staff

Clinic/Health Centre Management & Staff

Estates Department

Patients/Relatives/Carers

The General Public

The post holder will communicate effectively with service users, there may at times be barriers to understanding e.g. English is not the service users first language.

The post holder is responsible for resolving any issues effectively at local level and within the scope of their role

The post holder may receive feedback on the quality of service provided and will be required to communicate effectively in relation to this.

**10. DEMANDS OF THE JOB (physical, mental, emotional)**

**Physical Skills**:

Staff required to use a range of equipment and materials to deliver the services to the required standards

Manoeuvring Food and Beverage trolleys

**Physical Effort**:

Staff will spend 90% of their time on their feet

A significant amount of manual handling is involved in the range of task to be undertaken

**On a variable basis**: Requirement to work at heights

**Mental Demands:**

**On a continual basis**: Dealing with the demands of a busy environment which require repetition of duties each day ensuring equipment and materials are utilised, stored in a safe manner within a hospital/public setting.

**Emotional Demands**:

Contact with patients in ward, clinics, health centres who have serious illness

**On a variable basis**: Dealing with complaints from the users of the service.

Contact with distressed relatives/visitors/members of the public

**Working Conditions:**

Cleaning of sanitary areas, contact with body fluids, exposure to smell, dust.

**On a variable basis** Exposure to a range of environmental temperatures and underfoot conditions

**11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Supporting “Continuous Improvement” to maintain/ improve both quality and efficiencies, ensuring the service remains at the forefront with regards technology and new ways of working

To provide the required service to the agreed standards at all times in a busy environment.

Deliver the service to meet clinical demands.

Accessing areas and completing duties within timescales whilst maintaining an unobtrusive service.

Prioritising workload, taking account of unexpected/unforeseen events within clinical setting.

Working in isolated settings and being responsible for safety and security.

Expectations of service users of the service provided.

Pressure to complete tasks due to clinical activity.

Balancing time between the task to be completed and interaction with visitors and patients.

**12. KNOWLEDGE, TRAINING AND/OR EXPERIENCE REQUIRED TO DO THE JOB**

Knowledge of cleaning standards and related procedures.

Required to undertake on the job training and induction (this will generally take 4-6 weeks, depending on hours/days worked), to achieve full competency across a range of duties

Working knowledge Health & Safety including participation in risk assessing individual tasks

Required to undertake **P**revention, **A**ssessment & **M**anagement **O**f **V**iolence & **A**ggression (PaMOVA) training level 1 and level 2, if identified following a appropriate risk assessment

Undertake NHS Lanarkshire compulsory training

Undertake mandatory Health Care Support Workers (HCSW) standards

Undertake and complete NHSS Domestic Services Workbook.

Effective written and verbal communication skills.

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

Ability to carry out assigned tasks effectively and efficiently in a busy environment

Working knowledge of basic information technology.

**Job Description Agreement**

**Job Holder’s Signature Date**

**Head of Department Signature Date**