####  JOB DESCRIPTION

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| JOB IDENTIFICATION |
|  Job Title: Department House KeeperResponsible to (insert job title): Senior Charge NurseDepartment(s): Urology DTC VHK/QMHDirectorate: Planned CareOperating Division: Acute Services DivisionJob Reference: No of Job Holders:Last Update (insert date): 20th March 2023 |
| 2. JOB PURPOSE |
| As part of a multidisciplinary team the post holder will carry out routine housekeeping duties for patients in support of and supervised by a registered nurse. Carry out assigned duties to maintain hygiene, order and safety within the ward environment. The post holder will be employed primarily within Urology DTC but maybe required to move within Planned Care as and when deemed appropriate to meet the needs of the service. |
| **3. DIMENSIONS** |
| Carry out Housekeeping under the supervision of a registered nurse ensuring that the ward area is clean and tidy at all times and that duties assigned by the registered nurse are carried out e.g. assisting with drinks for patients, stocking rooms, audits and clerical duties. |
| 4. ORGANISATIONAL POSITION |
| Senior Charge Nurse--------------------------- Charge NurseNursing Auxiliaries Ward Housekeeper Staff Nurses |
| 5. ROLE OF DEPARTMENT |
| Provide high quality care in a safe and supportive environment for patients in the outpatient areas. Provision of service includes Urology diagnostics and treatments for patients. The emphasis will be on teamwork, flexibility and the provision of a patient focused service. |
| 6. KEY RESULT AREAS |
| * Prepare and serve tea/coffee to all patients
* Cleaning and clearing of area afterwards
* Reporting any defects or repairs required including health and safety inspection
* Monitoring of and ordering of ward kitchen stores
* Ensuring kitchen is kept tidy and clean whilst on duty, tidying after any preparation of drinks and food observe and practice recognised National Food Hygiene Standards.
* Answer telephone and relay message to the nurse in charge
* Co-operate with and maintain good relationships with other disciplines that are attending and treating patients to maximise patient care.
* Maintain good relationships and an empathic approach to clients’ carers and relatives and refer them to a trained nurse for any questions they may have on the clients’ condition or for any suggestions or complaints that they wish to raise.
* Report observed changes in the clients’ physical/psychological needs.
* Work within Divisional policies and procedures to ensure maintenance of safe working practices for patients and colleagues.
* Adhere to ward and unit procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
* Participate in personal career development plan to maintain skills and develop personal growth through training and education.

Maintain patient confidentiality at all times* Participates in the monitoring of the food fridge temperature by reporting any variances to the Nurse in Charge
* Clean fridge and kitchen area daily
* Ensure blood trolleys are clean and stocked appropriately
* Ensure stock is available and stocked in treatment rooms for procedures
* Maintain oxygen cylinders and bedside suction units
* Monitor water temperatures weekly
* Restock PPE as required
* Cleaning of discharge bed space
* Participate in mattress audit/check trolleys
* Check and restock dirty utility and store cupboard
* Wash door handles
* Ensure patient bathrooms are clean and tidy as appropriate
* Clerical duties, photocopying, ordering stationary, answering doorbell, occasionally meeting and directing patients at reception.
* Keep store and stationary cupboards in clean and clear working order
* Keeping control of stock levels
* Occasionally delivering Scopes to decontamination department
* Completing monthly audits.
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| 7a. EQUIPMENT AND MACHINERY |
| Wheelchairs, Trolleys, Nurse call system, Telephones, Kitchen equipment: Microwave, Kettle, Toaster, Hot water heater, Ward food fridge, Photocopier, Computers, Fire equipment, Clinimatic, Drip stands**Specialised equipment:** Patient hoist, Electronic observation monitor i.e. blood pressure, pulse, oxygen saturation, Tympanic thermometer **Very specialised equipment:**Resuscitation equipment and trolley, bladder scanner, scope steriliser |
| **7b. SYSTEMS** |
| NHS Fife policies and proceduresIncident reporting Health and safety commensurate with this postComputer literate |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| Assignment of work will be by the Senior Charge Nurse/Charge Nurse/Staff NurseWork review and formal appraisal of performance will be carried out by the Charge Nurse |
| **9. DECISIONS AND JUDGEMENTS** |
| Planning order of work: The housekeeper will prioritise workload as necessaryAcknowledging changes in patient’s conditions and reportingThe post holder when experienced, is expected to use her/his initiative in determining which issues should be resolved without the reference to the SCN/CN/Nurse in charge |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Frequent demands on time, having to prioritise own workloadEnsuring patient safety at all times |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will communicate on a regular basis with the patient, their relatives, the multidisciplinary team and external agencies involved with the provision of care. Demonstrate partnership with support services as required. I.e. Linen room, estates, kitchen etc. |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills:*** Skills to safely manoeuvre wheelchairs, trolleys. – regularly
* Skills to serve patients food and drink
* Operate photocopier machines – regularly
 | **Physical Demands:*** Push trolley’s, wheelchairs - regularly
* Stand/walking for the majority of shift. - regularly
* Serving patients meals - regularly
* Bending and stretching - regularly
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| **Mental Demands*** + Concentration required when undertaking social interaction with the frail confused older person. - regularly
 | **Emotional Demands:*** Communicating with Distressed/anxious/

 Worried patients/relatives. - regularly |
| **Working Conditions:*** Exposure to verbal aggression - occasionally
* Exposure to physically aggressive behaviour – occasionally
* Work in a busy and demanding environment – regularly
* Potential to come into contact with blood or body fluids
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Experience working in a caring environment/role.
* Ability to work with people and as part of a multidisciplinary team.
* Ability to carry out assigned tasks effectively in a busy environment.
* A level of English Language competency and communication skills necessary to perform this role safely and effectively
* Food Hygiene
* SVQ 2
* Cleanliness Champion
* Computer skills
* Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23

Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” |
| **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: |

RECRUITMENT AND SELECTION STANDARDS

PERSON SPECIFICATION FORM

Post Title/Grade**:** Ward Housekeeper – Band 2

Department/Ward: Urology DTC VHK/QMH

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|  | **ESSENTIAL** | **DESIRABLE** | **MEASURE** |
| **Experience** | Previous experience working in a team | Auxiliary Nursing with Urology/Surgical related experience. | Application FormInterview |
| **Qualifications/****Training** | Commitment to undertake training as required | SVQ  | Application Form |
| **Knowledge** | Insight in ward housekeeper role | Knowledge of Urology and outpatients settings. | Application FormInterview |
| **Skills** | A level of English language competency and communication skills necessary to perform this role safely and effectively.Good communication skills. | Infection controlCleanliness Champion  | Application FormInterview |
| **Aptitude** | Honest and ReliableAbility to work with people as part of team and on own initiative |  | Interview |
| **Other** **e.g. Team Player, Be able to travel** | Team player with the ability to work on own where necessaryHard WorkingAbility to travel between VHK and QMH as required.Must be willing to rotate anywhere in Planned Care if required to meet the needs of the service. |  | Interview |