#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: **Support Services Operative (General)**  Responsible to**: Domestic Supervisor on site/ Head Porter-ACH**  Department(s): **Clinical Support Services**  Directorate: **Infrastructure & Support Services**  Operating Division: **NHS Ayrshire & Arran**  Job Reference:  CAJE No: **800-3167**  No of Job Holders: **2**  Last Update: **February 2024** |

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| 2. JOB PURPOSE |
| To provide a varied range of Domestic, Portering, Grounds and Catering Services which support Clinical Services within Lady Margaret Hospital and Garrison Medical Practice, Millport, Ayrshire and Arran in line with NHS standards |

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| 3. DIMENSIONS |
| The post holder sits within a team of Support Services staff employed to carry out a range of duties efficiently within Lady Margaret Hospital, Garrison Medical Centre and occasionally assist within Brooksby Medical Resource Centre Grounds.   * Domestic Services which encompasses cleaning, meal/beverage services * Housekeeping Services which encompasses bed making, preparation of light snacks e.g.prepare/butter toast, mattress checking, linen bagging * Portering Services which encompasses driving, uplift and delivery of items * Grounds maintenance which encompasses grass cutting, weeding, trimming, collecting debris, general gardening duties * Catering - General support with a range of cleaning, meal preparation, meal service and meal distribution * Basic food preparation * Provision of patient meals, covering breakfast, lunch and supper service * Minimal estates duties (recording oxygen cylinders/boiler fuel records)   The post holder is employed within NHS Ayrshire and Arran and there may be a requirement to work flexibly across Ayrshire and Arran to meet service demands within both clinical and non-clinical areas, and working in other areas of the facilities service after appropriate training and support has been provided. |

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| 4. ORGANISATIONAL POSITION |
| Assistant Director – Estates & Clinical Support Services  Sector Head of Clinical Support Services  Hotel Services Manager  Domestic Supervisor/(Head Porter)  Area Sewing & Laundry  Room Assistants Domestic Assistant **Support Services Operative (General)**  (General & Support) ***(This post)*** |
| 5. ROLE OF DEPARTMENT |
| Clinical Support Services include a range of services including Domestic, Catering, Portering/Security, Waste Management, Gardens and Grounds, Procurement, Central Decontamination Unit, Estates and Transport services providing the highest possible standard and quality of care to patients  Clinical Support Services is part of the Infrastructure & Support Services Directorate which is responsible for delivering additional services as below on an organisation wide basis across NHS Ayrshire & Arran:   * Managing, developing and maintaining NHS Ayrshire & Arran’s estate and ensuring compliance with all statutory standards and working practices. * Planning and delivering the Board’s Capital Programmes and Projects and providing support, guidance and professional advice. * Cost effective Knowledge Management & eHealth Services to drive service modernisation and the delivery of effective and safe patient care. * Ensuring NHS Ayrshire & Arran is fully compliant in terms of Information Governance requirements. * Delivering a safe and effective Health Records service, including the management and scheduling of outpatient clinics, covering acute, community and mental health services. |

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| 6. KEY RESULT AREAS |
| **General Domestic Duties:**   * Ensure efficient, high quality cleaning services are provided within designated timescales to   meet required Standards of Cleanliness in your area   * Compliance with agreed Infection Control Guidelines for Domestic Staff to reduce the risk of   cross-contamination   * Assist with on the job training of new employees by promoting good practice and adhering to safe systems of work * Dedicated approach to cleaning and any other duties, e.g. Housekeeping in accordance with pre-agreed schedules and frequencies to demonstrate motivation and enthusiasm * Ensure personal appearance, behaviour and cleanliness is exemplary at all times in order to promote high standards and confidence in the service. * Flexible approach and understanding of circumstances which may occur requiring change in routine thus demonstrating co-operation and ensuring continuity of the service * Service of or assistance to Nursing Staff with service of meals and beverages, dependant on site to patients (NOTE: these duties must always be carried out under the guidance of Nursing Staff as per the departmental Meal and Beverage Service Protocol) * Bagging of bed linen (residential accommodation and on-call rooms) and other linen (mops, curtains/screens) in accordance with Organisational Linen Bagging Policy * Check curtains/screens for necessary washing or repair; change and re-hang same when necessary * Safe Use and storage of equipment and supplies * Disposal of Waste in accordance with Organisational Waste Management Policy * Ensure security of an area on completion of duties, where applicable (mainly refers backshift)   e.g. departments within hospitals, residencies and Clinics/Health Centres   * Where applicable preparation of tables and bed tables for meal service; clearing of soiled   crockery and cutlery for transfer to central dish-wash area; cleaning of tables, bed tables and chairs following each meal service   * Report all pest infestation, faults/malfunctioning equipment and repairs required within   domestic or public areas to the Domestic Supervisor   * Daily monitoring and recording of ward fridge temperatures   **Catering Duties (where applicable):**   * Test and record meal temperatures e.g. where there is no catering assistant to cover this role * Ensure Catering supplies delivered are appropriately stored * Collection of additional patient meals from main kitchen as required, e.g. new patients * Check contents of fridge and freezer, rotate stock held within and advise Charge Nurse and ACH Catering Department (Cook/Stores person)of any out of date items for removal or stock required * Order and distribute catering supplies for ward/department, e.g. bread, butter, jam, teabags, etc. * Preparation of light snacks/beverages for patients if required e.g. prepare/butter toast * Serve chilled water/glasses to patients - under supervision of Nursing Staff * Plating of meals for distribution to ward for patients * Direct service of food to patients, ensuring meets any special dietary requirements as directed by ACH Catering Department * Support the overall delivery of patient meals to ward   **Housekeeping Duties (where applicable):**   * At request of nursing staff make up unoccupied beds * Bagging of bed linen and other linen (only when generated by housekeeper) in accordance with Linen Bagging Policy * Cleaning of bed frames and mattresses between discharge/admission of patients, reporting any faults in bed frames to Nurse in Charge * Checking of mattresses on discharge beds, replace covers or condemn as necessary. Bag mattress/cover appropriately and arrange uplift * Tidy Linen Trolley and advise any linen shortages to Linen Room * Assist with answering telephones (external and internal calls)/patient call system and relay information to Nursing Staff, e.g. basic information relayed, no medical information given * Patients Personal Clothing Duties   The Charge Nurse/Head of Department may request the Domestic Assistant (General) to alter their routine if necessary, but not method of, or equipment used  **Portering duties**   * Collection and delivery of items (eg: laboratory samples, hospital equipment, stores, vehicles including filling of fuel on mainland etc) * Driving and necessary checks and documentation completion * Water flushing as instructed * Winter weather report evidence * Mortuary * Oxygen   **Grounds duties**   * Maintenance of outside premises including grass cutting, sweeping of debris, trimming of trees/bushes, weeding, reporting of faults, winter gritting… (   **Estates duties**   * If required, re-setting of boiler following cut-out which entails pressing a button following instruction to do so. * Taking reading of oil levels to pass on to estates on the mainland |

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| 7a. EQUIPMENT AND MACHINERY |
| * Bucket/pail, Carpet Shampooer, Caution signs, Dustpan and Squeegee, Dust control mop,   Hi-dusting pole and mitt, mop pail and wringer, Mop shaft/hook and head, Vacuum Cleaner (Tub or Upright), Scrubbing machine and solution tank, trolleys, Scrubber Drier, Wet pick-up, Steam Cleaner   * Dishwasher, fridge, kettle, toaster, beverage trolley, meal trolley, microwave * Food preparation machines including microwaves * Food storage systems including refrigerators and freezers * Protective clothing, e.g. uniforms, gloves, aprons, etc. * Materials, e.g.: Chemical solutions for cleaning purposes, (all in accordance with COSHH Regulations) Disposable paper * Vehicles for driving/transport: Car, Vans, Truck, Trailer, Tractor * Pressure Washer, Tail Lift, Manoeuvring equipment: Linen Barrels/Cages, Food Trolleys/Boxes, Oxygen Cylinders, Beds/Mattresses, Waste Containers, Wheelie Bins, Wheelchairs, Trolleys, Beds * Trolleys * Mobile telephones * Trowel * Leaf blower * Strimmers * Hedge cutters * Flymo * Knapsack sprayer * Wheel barrows * Scag ride-on machine & Trailer * Hand salt spreader * Computer/printer/Email for communications * PC for Learnpro and PDR completion |
| 7b. SYSTEMS |
| * Alarm systems * Paging systems / Telephones * Access systems – door entry * Work Schedules – cleaning tasks/frequencies * PDR (Personal Development Review) * Learnpro – MAST training |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Duties vary and are in accordance with agreed cleaning frequencies and work schedules for all identified services following consultation between Charge Nurse/Head of Department and Hotel Services Management * Duties are delegated by Head Porter/Domestic and/or Portering Supervisors * The Charge Nurse/Head of Department may request the Hotel Services Operative to alter their routine if necessary, but not method of, or equipment used * Work is audited formally in accordance with national systems (Facilities Monitoring Tool) and informally by Head Porter and Supervisors on an ongoing basis through workplace observation * Progress is monitored annually through review of Personal Development Plans |
| 9. DECISIONS AND JUDGEMENTS |
| * The post holder is expected to meet the needs of the service by prioritising workload on a daily basis and altering work routine as required, using their initiative in the absence of a supervisor * The post holder is not expected to make decisions regarding changes to cleaning frequencies,   any work schedules or additional tasks requested by others e.g. clinical/departmental staff and  always work as trained in accordance with safe systems of work   * Support job training of new employees, i.e. advise supervisor of any concerns * The post holder is expected to use own initiative in making decisions regarding quality of linen and mattresses and replace as appropriate * Escalate any concerns with regard to patients to the Charge Nurse/supervisor. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Ensuring the Standards of the Department are adhered to, thus meeting the expectations of patients, staff and visitors * Carrying out duties in different areas of the hospital, both internal and external * Manoeuvring of equipment within limited spaces, e.g. scrubber/polisher, grounds equipment etc. * Working within strict timescales * Working within areas of frequent exposure to highly unpleasant conditions, e.g. Cleaning toilets, cleaning up body fluids within sanitary areas and public areas * Prioritisation of daily duties to ensure customer satisfaction and maintain standards * Lone Working e.g. outside or at clinic where minimal support/supervision is available whilst on duty |
| 11. COMMUNICATIONS AND RELATIONSHIPS |
| Effective communication and working relationships have to be developed with e.g.:   * Management, Supervisors and Colleagues within the site * Management and Supervisors – North Sector * Infection Control Advisors * HEI Inspectors. * Charge Nurse/Staff * Head of Department/Staff * Estates staff * Patients/Visitors * Contractors e. g. pest control /window cleaning |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL EFFORT/SKILLS:**  The post is physically demanding and staff are required to complete scheduled labour intensive  tasks, cleaning/housekeeping duties and manual handling and manoeuvring of equipment/machinery/supplies.  A high degree of skill and dexterity is required when working with specialist equipment.  The use and thorough cleaning of all domestic and grounds equipment i.e. rotary scrubbing machines, wet pick-ups, carpet shampooers, mowers, strimmers etc.  Manual collection of domestic and clinical waste bags/linen hampers throughout the day, regular movement of hospital furniture and cleaning equipment. Manual handling knowledge is essential in order that tasks can be completed safely.  The post holder is required to follow a schedule of duties throughout their shift, the variety of  which is indicated in the key result areas. Frequency of duties is dictated by the  NHSScotland Cleaning Specification and, where applicable, patient/service/local requirements.  Some Grounds duties can be weather dependant.  **MENTAL EFFORT/SKILLS:**  Meeting demands within constrained timescales and service deadlines. There are also frequent requirements for concentration however regular interruptions and work patterns can be  unpredictable as a result of patient/service/local requirements.  Concentration is required whilst:-   * Completing paperwork where necessary, e.g. recording Work Schedule Reports, vehicle check forms, oxygen cylinder usage * Using electrical equipment particularly in wet conditions e.g. carpet/floor maintenance * Handling and preparing chemical solutions for cleaning tasks * Serving patients’ meals and beverages * Using grounds equipment * Driving * Reading and recording food temperature probes and temperature gauges on refrigerator/freezers   **EMOTIONAL EFFORT/SKILLS:**   * Working in sensitive areas, e.g. A&E department, mortuary, * At times witness to distressing circumstances, e.g. vulnerable, violent & aggressive patients or death of a patient where grieving relatives can also be present. * At times and dependant on workplace, exposure to face to face physical aggression and threats   of physical violence  **ENVIRONMENTAL**   * Frequent exposure to highly unpleasant working conditions, e.g. cleaning toilets, exposure to body fluids * Requirement to work in varying temperatures, e.g. very hot – wards, cold - corridors/entrances and externally in inclement weather * Exposure to the elements between buildings and premises |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The post holder will have good communication, verbal or otherwise and practical skills  Required to attend Corporate Induction including completion of Mandatory Learn Pro Modules. Required to undertake departmental job training including the operation of equipment and safe use of cleaning materials which allows flexibility within all areas of Support Services and is also required to be proficient in and undertake training in the following:   * Safe Systems of Work/Work Schedules * Departmental Risk Assessments (COSHH, General, Moving and Handling) * Codes of Practice/Infection Control Guidelines * Food Hygiene * Correct and economical use of materials and equipment * Use of PPE * Geographical knowledge of area/building/site * Waste Management * Linen Bagging Policy * Security Procedures * Datix * Job Shadowing (usually first week) * Elementary Food Hygiene Certificate (6 hours and exam)   **POLICIES (Awareness covered at Department JobTraining)**   * Support Services Core Value Statements * Organisational Policies * Caldicott Guidelines (confidentiality)   **Healthcare Support Worker Standard**   * Facilities workbook completed within first year of commencement |