

## AGENDA FOR CHANGE NHS JOB EVALUATION SCHEME JOB DESCRIPTION TEMPLATE

### 1. JOB IDENTIFICATION

<b>Job Title:</b>	Hotel Services Assistant
<b>Reports to:</b>	Domestic Supervisor/Hotel Services Supervisor
<b>Department, Ward or Section:</b>	Hotel Services
<b>Operational Unit/ Corporate Department:</b>	North and West Operational Unit
<b>Job Reference:</b>	<b>NWOUUNITHOTLGENL01</b>
<b>No of Job Holders:</b>	TBC
<b>Date:</b>	<b>November 2017 (Updated December 2017)</b>

### 2. JOB PURPOSE

To provide a quality hotel services function including Catering, Laundry & Domestic services which offer choice to patients in line with legislative requirements

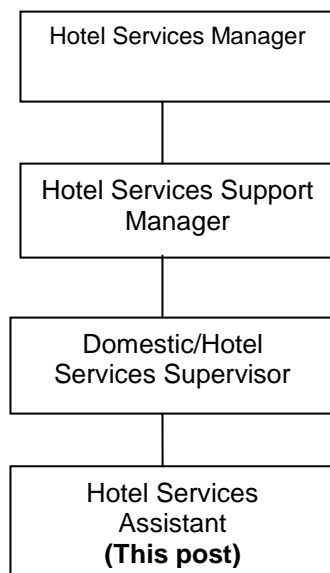
### 3. DIMENSIONS

The jobholder is one of a team of Hotel Services Staff employed to carry out a range of services efficiently across [the District](#) with the potential to be asked to work throughout North and West Operational Unit. North and West is responsible for the planning, delivery and monitoring of health services in these Areas.

Services vary between sites and the jobholder is required to be flexible and adaptable and be prepared to work in any of the services provided within NHS Highland if required to do so by the Hotel Services Manager.

The Department works various shifts.

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The Catering Service provides a comprehensive quality meals service which meets the needs of clients and staff ensuring observance of Food Hygiene Regulations and practices in accordance with local policies and procedures, meeting NHS Scotland Catering for Patients Standards.

Hotel Services includes a range of services including, Catering, Domestic Services, Laundry, and Waste Management providing the highest possible standard and quality of care to patients.

There may be a requirement to undertake some domestic and laundry related duties – cleaning within Wards & Departments, sort, wash and drying of patients' clothing, mops, bed screens & curtains - where applicable.

## 6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

All Hotel Services Assistants will be expected to work flexibly across departments and to work across [the District](#) if required and by agreement to any area within the North and West Operational Unit.

### **Catering Duties:**

- Collation of patient menus and ordering accordingly.
- Ordering and receiving of ward food stores.
- Preparation of meals and snacks.
- Test and record meal temperatures.
- Serving of meals, beverages, chilled water/glasses to patients - (*NOTE: these duties must always be carried out under the guidance of Nursing Staff*).
- Dishwashing of patient crockery & cutlery at Ward level.
- Cleaning of Kitchen, Ward Pantry, Store and equipment in line with the cleaning schedules.
- Ensure correct use and storage of food as instructed adhering to stock rotation.
- Ensure Food Hygiene Regulations and practices are adhered to as instructed, including HACCP procedures.
- Ensure observance of Health & Safety procedures along with COSHH, Fire Safety and Control of Infection Policies.
- Reporting the need for structural and fabric repairs, also machinery & equipment to Domestic/Hotel Services Supervisor.

### **Domestic Duties:**

- Ensure efficient, high quality cleaning services are provided within designated time-scales to meet required standards of cleanliness.
- Compliance with agreed Infection Control Guidelines for Domestic Staff to reduce the risk of cross-contamination.
- Dedicated approach to cleaning and any other duties, e.g. housekeeping, stores, in accordance with pre-agreed schedules and frequencies to demonstrate motivation and enthusiasm.
- Flexible approach and understanding of circumstances which may occur requiring change in routine thus demonstrating co-operation and ensuring continuity of the service.
- Check curtains/screens for necessary washing or repair; change and re-hang same when necessary.
- Safe use and storage of equipment and supplies.
- Responsible for ensuring the safe disposal of waste in accordance with Waste Management Policy.
- Ensure security of an area on completion of duties, where applicable (mainly refers backshift) e.g. departments within hospitals, Clinics/Health Centres.
- Where applicable preparation of tables and bed tables for meal service; clearing of soiled crockery and cutlery for transfer to dish-wash area;
- Report all, faults/malfunctioning equipment and repairs required within Domestic or public areas to the Domestic/Hotel Services Supervisor.

### **Laundry Duties:**

- To undertake work so as to ensure personal wash and other items are sorted, washed and dried in accordance with agreed procedures and policies and Control of Infection.
- Undertake minor sewing repairs as necessary e.g. replacing buttons, hems etc.

- Maintain safe system of work to include cleaning and regularly maintaining electrical/manual equipment to ensure it is in working order and any faults reported.
- Ensure economic and correct use of washing materials in order to minimise waste.
- Distribution of flat linen to include receipt, monitoring and storage. Completion of all relevant paperwork.
- Maintain high standards of personal hygiene as well as high standards of cleanliness within the department.
- To report the need for structural repairs.
- Store cleaning materials correctly and use stock on a rotational basis.
- Adhere to security procedures regarding premises, keys, equipment and materials.
- Maintain effective communication links and working relationships with supervisory staff and customers.
- Checking wash solutions on a daily basis, replace as necessary.
- Working to standard operating procedures without direct Supervision.

### **7a. EQUIPMENT AND MACHINERY**

- Knives, Liquidisers, Kettle/Hot Water Boiler, Toaster, Microwave Oven, Fridge, Freezer, Beverage Trolley, Meal Trolley.
- Bucket, Mops, Caution signs, Dustpan, Dust control mop, Hi-dusting pole, Vacuum Cleaner (Tub or Upright), Scrubbing machine, Trolleys, Scrubber Drier, Wet pick-up, Steam Cleaner.
- Industrial washing machines, tumble dryers, spin dryer, iron.

### **7b. SYSTEMS**

- Follow Standard Operating Procedures (SOPs) to ensure the department is run in an efficient and safe manner, and put forward suggestions for change/amendment as appropriate.
- Completion of Stores request forms.
- Completion of own holiday sheets/sickness notes.
- Reporting of faulty equipment to the Domestic/Hotel Services Supervisor.
- Completion of all paperwork relevant to post.
- Completion of staff surveys.
- Participating in relevant audits.

## **8. ASSIGNMENT AND REVIEW OF WORK**

- Workload will be determined by daily service requirements.
- The postholder will be expected to independently follow Catering Services procedures in accordance with those set down in the Food Safety Assurance Manual and work schedules.
- Duties are delegated by Domestic/Hotel Services Supervisor.
- There will be periodic supervision whilst on duty however the postholder will work without direct supervision for much of the time.
- The postholder will be required to work flexibly and support other areas as part of the broader team where workloads and priorities demand specific inputs.
- Aware of own responsibility and when to contact Supervisor for advice.

## **9. DECISIONS AND JUDGEMENTS**

- The postholder can liaise with Senior Ward Staff, Head of Department, or Domestic Supervisor at any time.
- Work schedules prepared by the Manager based on National Cleaning Services Specification will be adhered to as far as possible.
- The postholder can make decisions as to the order of work at their own discretion to fit in with ward procedures, priorities and patient needs.
- Following advice from infection prevention and control carries out special cleans and report to Nurse in Charge when complete.
- Required to follow guidance of mealtime co-ordinator/mealtime pause/Domestic Safety Brief.
- Using own initiative when working to cleaning schedules and Standard Operating Procedures on e.g. special cleans.
- Selection of appropriate wash programmes for the items being processed to meet Control of Infection guidelines e.g. patient wash, A&E Uniforms etc.
- Support job training of new employees, i.e. advise Domestic/Hotel Services Supervisor of any concerns.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Ensuring the Standards of the Department are adhered to, thus meeting the expectations of patients and staff.
- Manoeuvring of equipment within limited spaces, e.g. beverage trolley, meal trolley etc.
- Working within strict time-scales.
- Working within an area of frequent exposure to highly unpleasant conditions, e.g. body fluids whilst carrying out cleaning/linen duties.
- Prioritisation of daily duties to ensure customer satisfaction and maintaining standards.
- Lone Working e.g. within launderette or clinics (when carrying out Domestic Duties) where minimal support/supervision is available whilst on duty.
- Being able to work safely, methodically, efficiently.
- Ensure correct use of foodstuffs, chemicals and materials to minimise waste.
- Patient choice - having to respond to and work around patients' needs and clinical service provision.
- Working in an area with terminally ill/dying and/or aggressive patients, and managing any associated patient interactions appropriately.
- Working alongside disturbed/anxious/unpredictable clients in a psychiatric or emergency setting.
- Safe management of potentially harmful chemicals in line with COSHH requirements.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

- Ability to receive and provide instruction.
- The postholder will be in contact with service users and Domestic/Hotel Service Supervisor on a regular basis. Face to face or telephone.
- The postholder will fault find and escalate to Estates Department any maintenance issues with equipment/machinery.
- The postholder will develop relationships with long stay patients and relatives and will

communicate in a form that is appropriate to them and the situation.

- Postholder will be aware of barriers to effective communication.
- Postholder will present a positive image of her/himself and the service.
- To respect and support people's equality and diversity.
- Accurately reports and/or records work activities e.g. in laundry record sheet, cleaning schedule.
- Aware of confidentiality/data protection procedures.
- Postholder will introduce themselves to patients, ascertaining their wellbeing, and will describe the duties about to be performed.
- Postholder will alert nurse in charge to any concerns re patient health condition whilst working within ward areas.

## **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 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 equipment.
- The postholder is required to follow a schedule of duties throughout their shift. Frequency of duties is dictated by patient/service/local requirements.

### **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. Stores Orders, Work Schedules.
  - Using electrical equipment.
  - Handling and preparing chemical solutions for cleaning tasks.

### **EMOTIONAL EFFORT/SKILLS:**

- Working in sensitive areas, e.g. Care of the Elderly, Mental Health.
- 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. exposure to body fluids.
- Requirement to work in varying temperatures, e.g. high humidity – ward pantry due to dishwasher, very hot – laundry or wards or cold - corridors/entrances.

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

No formal qualifications are necessary, as the postholder will be given, or be appointed with, the necessary training to undertake the relevant aspects of the job.

Postholder is required to:

- Obtain Elementary Food Hygiene Certificate within three months of employment and refresher training as set down in the Statutory & Mandatory Training Prospectus.
- Complete Catering services workbook and associated training to the appropriate standard.
- Complete Domestic Services and Linen Services workbook and associated training to the appropriate standard.
- Attend Corporate Induction, and other statutory/mandatory training such as Manual Handling, Fire Awareness, including update training on an annual (or other) basis.
- Complete and maintain LearnPro modules.
- Have the ability to work as part of a team and on own initiative.
- Have the ability to follow instructions and to suggest changes in working practice.
- Possess good communication skills, including non-verbal communication skills.
- Ability to respond constructively to unpredictable situations.
- Be calm, focused and able to cope with work under pressure.
- Require to have access to personal transport that allows you travel economically through-out the highlands

Following departmental training, the postholder is required to:

- Have a working knowledge of procedures and equipment relevant to post.
- Operate mechanical and electrical machinery safely and effectively.
- Have a knowledge of Health & Safety Policies and work procedures.
- Have a knowledge/awareness of safe working practices for example relating to the use of hazardous chemicals involved in cleaning.
- Have knowledge of Infection Control Policy, Guidelines and Procedures.
- To carry out their work effectively and safely.
- Good Customer Care Skills.
- Able to work under pressure.
- Ability to be flexible and adaptable.

#### 14. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Date:

Manager's Signature:

Date: