

**AGENDA FOR CHANGE  
NHS JOB EVALUATION SCHEME**



**JOB DESCRIPTION TEMPLATE**

**1. JOB IDENTIFICATION**

**Job Title:** Domestic Assistant

**Responsible to:** Domestic Supervisor/Hotel Services Supervisor

**Department, Ward or Section:** Hotel Services

**Operating Division:** Inner Moray Firth Operational Unit, South and Mid

**Job Reference:** [SMOUUNITHOTLDMTC02](#)

**No of Job Holders:** TBC

**Dated:** [September 2016](#)

**2. JOB PURPOSE**

To provide a wide and varied range of Domestic Services which support Clinical Services throughout NHS Highland in line with NHS Scotland National Cleaning Services Specification to fulfil Healthcare Environment Inspectorate Standards and meet Facilities Monitoring Tool Targets.

**3. DIMENSIONS**

The jobholder is one of a team of Domestic Services Staff employed to carry out a range of services efficiently throughout NHS Highland.

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

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

There may be a requirement to undertake some catering related duties – dishwashing, distribution of water jugs to patients, distribute patient beverages – where applicable.

#### 6. KEY RESULT AREAS

All Domestic Assistants will be expected to work flexibly across departments and to work in any area within their base if required and by agreement to any area within NHS Highland.

##### **Domestic Duties:**

- Responsible for cleaning all floors, furniture, fixtures and fittings, glass, high & low level surfaces, sanitary areas within clinical and non clinical areas. These duties will be carried out in line with NHS Scotland Policies and local Operational Procedures and Work Schedules.
- Follow all guidance and procedures relating to Healthcare Associated Infection to ensure their safety and that of others, to prevent the spread of infection.
- Perform complex cleans in line with Infection Prevention & Control procedures to ensure areas are safe for patient occupation.
- 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, stores, 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.

- Check curtains/screens for necessary washing or repair; change and re-hang same when necessary in line with curtain/screen rota.
- Safe use and storage of domestic equipment ensuring its cleanliness and reporting faults as necessary.
- Responsible for maintaining adequate stocks of cleaning materials and consumables ensuring safely stored and secure at all times.
- 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.
- Working to standard operating procedures without direct supervision.

### **Catering Duties:**

- Test and record meal temperatures e.g. where there is no catering assistant to cover this role .
- Collection of additional patient meals from main kitchen as required, e.g. new patients.
- Check contents of fridge, rotate stock held within and advise Charge Nurse of any out of date items for removal.
- 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 (*NOTE: these duties must always be carried out under the guidance of Nursing Staff*).
- Serve chilled water/glasses to patients - (*NOTE: these duties must always be carried out under the guidance of Nursing Staff*).
- Safe storage of food ensuring patient food is correctly labeled and dated.

### **Documentation:**

- Reporting details of faults and failures of electrical equipment/fabric of the building to Supervisor or Ward Manager.
- Work within the Policies and Procedures of NHS Highland and Departmental Policies.
- Responsible for safety checking of machinery prior to operation e.g. cables, sockets and plugs.
- Work together with Department in Performance and Development Reviews.
- Maintain confidentiality at all times.
- Responsible for the completion of records/ log sheets and personal signing in/out sheets .
- Completion of all cleaning schedules and any other relevant paperwork accurately within given timescales where applicable.

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

The postholder will be required to be familiar with and operate the following equipment in line with procedures as detailed in the Domestic Services Operations & Procedures Manual and Manufacturer's instructions:-

Vacuum Cleaner  
Scrubbing Machine  
Carpet Shampooer  
Dishwashing equipment  
Wet pick-up/ Suction Drying Machine  
Microwave

Toaster  
Hot Water Boiler/Kettle  
Floor mopping equipment  
Safety Steps  
Scrubber/Drier  
Waste bins  
Steam Cleaner

*This list is not exhaustive but indicative of the equipment in use.*

## **7b. SYSTEMS**

- Follow Standard Operating Procedures (SOP's) 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**

- The postholder will be expected to independently follow domestic services procedures in accordance with those set down in the Domestic Procedures Manual and work schedules.
- Work schedules prepared by the Domestic Supervisor based on National Cleaning Services Specification will be checked and signed off on a weekly basis by Domestic Supervisor, Senior Charge Nurse or Head of Department.
- There will be periodic supervision whilst on duty however the postholder will work without direct supervision for much of the time.
- The postholder can liaise with Senior Ward Staff or Domestic Supervisor at any time.
- The postholder will be expected to support other wards issued by the Domestic Supervisor.
- While the postholder will normally work predominantly in a specific location, they will be asked to work to support Domestic services in other areas of the service.
- 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.

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

- Accessing areas for cleaning purposes and completing duties within time-scales whilst maintaining an unobtrusive service.
- Regularly working in obnoxious smelling environment e.g. urine, vomit, excrement and receiving requests to remove body fluid spillages in public areas, where applicable.
- Occasionally removing, handling and reporting inappropriately discarded sharps e.g. used needles in public areas.
- Lack of communication of essential information which effects the completion of duties e.g. requests for isolation/discharge cleaning etc.
- 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**

- The postholder will be in contact with all service users and Domestic Supervisor on a regular basis. Face to Face or telephone.
- Domestic Assistants will be expected to coach new staff on cleaning tasks further to the initial training

carried out by Supervisor/Manager.

- On a regular basis the postholder will develop a close relationship 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.
- Dealing with patient deterioration and bereavement may have an emotional impact on the postholder.
- To respect and support people's equality and diversity.
- Accurately reports and / or records work activities in cleaning schedules .
- Aware of confidentiality/data protection procedures.
- Postholder will introduce themselves to patients, ascertaining their wellbeing, and will describe the duties about to be performed in the bed area.
- Postholder will communicate with patients around catering preferences e.g. tea/coffee/milk/sugar .
- Postholder will alert nurse in charge to any concerns re nutrition and hydration issues with patients .
- Postholder will alert nurse in charge to any concerns re patient health condition .

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **Physical Skills**

- Use and movement of cleaning equipment.
- A high degree of skill and dexterity is required when working with specialist equipment.
- The use and thorough cleaning of all domestic equipment i.e. rotary scrubbing machines, carpet shampoos, etc.

### **Physical Effort**

- Physically moving furniture while cleaning areas e.g. beds, chairs and desks.
- Physically moving stores e.g. cleaning chemicals and paper disposables by use of trolleys.
- Physically moving waste e.g. household waste and clinical waste by use of trolleys.
- Physically moving linen e.g. curtains/screens by use of trolleys.
- Physically moving meal trolleys.
- The post involves manual handling duties and constant moving and standing for duration of the shift e.g. twisting, stretching, bending, kneeling, lifting, pushing and pulling .

### **Mental Effort**

Concentration is required whilst:-

- Handling and preparing chemical solutions for cleaning tasks.
- Serving patients' correct meals and beverages.
- Recording Mattress Checks/Work Schedule Reports.
- Using electrical equipment particularly in wet conditions e.g. carpet/floor maintenance .
- Completing paperwork where necessary, e.g. Linen Room/Stores.
- 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.

### **Emotional Effort**

- Working in sensitive areas, e.g. A&E department, mortuary, oncology, mental health, neo-natal wards, Care of the Elderly.
- At times witness to distressing circumstances, e.g. vulnerable, violent & aggressive patients or death of a patient where grieving relatives can also be present.
- There can be the development of a close relationship with long stay patients and relatives dealing with patient bereavement and deterioration may have an emotional impact on the postholder.

### **Environmental Demands**

- 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/operating theatres/laundry rooms or cold - corridors/entrances.
- Exposure to the elements, e.g. Residencies not contained within main building .
- At times and dependant on workplace, exposure to face to face physical aggression and threats of physical violence.

## **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:

- Complete Healthcare support workers workbook and associated training to the appropriate standard.

- Complete Domestic 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.
- Basic Food Hygiene Certificate.
- 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.

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 a 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

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: