

Job description

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| Position | Housekeeper |
| Grade | AfC Band 2 |
| Location | Princess Alexandra Hospital |
| Hours | 37.5 hours per week |
| Responsible to | Ward/Department Manager |
| Accountable to | Facilities Manger |

Job summary

The post holder is responsible for ensuring that the environment and catering services are of a high standards and meet the needs of patients and visitors. The main focus of the post holder is to support patients' nutrition and hydration intake through the provision of meals and beverages and to facilitate the maintenance of a safe, clean, and comfortable environment for patients. They will work with the ward based team to ensure patient safety privacy and dignity and courtesy in accordance with Trust values.

- This will be a supporting role within ward and facilities teams across all inpatient areas
- Direct line management will be provided by the Facilities Management Team
- On a daily basis you will work under the supervision of the nurse in charge of the area you are working on and will work in collaboration with the Multidisciplinary team to ensure patient safety and quality.
- The role covers seven days a week
- The role needs to cover the hours of 07.30-19.30 to meet the needs of the food and beverage service

Duties and responsibilities

Catering

- To ensure all patients are assisted to complete their food order, with guidance on appropriate menu selection, by the registered nurses
- To prepare food trays and drinks trolleys to facilitate the safe and presentable delivery of food and beverages throughout the day. Ensuring correct cutlery available for individual patients
- To offer assistance to patients before and after meals to cleanse their hands



- To ensure each patient receives their correct meal choice and required beverages and can reach these, escalating any concerns or barriers to the registered nurses
- To arrange and co-ordinate additional food as required by the patient as requested by the nurse in charge of the patient
- To lead the serving of breakfast, lunch and supper during span of duty
- To ensure patients have a fresh supply of drinking water and clean glass throughout the day
- To maintain records to provide evidence of safe food temperature delivery and storage
- To facilitate the ordering, management and storage of ward food supplies
- To ensure that the relevant Trusts policies are adhered to at all time

Housekeeping

- To ensure all bed areas are prepared to the agreed standard prior to a patient's admission
- To facilitate regular decluttering throughout the day including upkeep of patients' bed areas, ensuring that the patients' lockers, tables and chairs are cleaned and free of litter at all times
- To promote culture of keeping the ward clean and tidy to enable domestics to clean and clinical staff to provide care
- In collaboration with the domestics ensure systems are in place to ensure alcohol gel dispensers, paper towels and soap dispensers are replenished
- In collaboration with the domestics and ward team ensure systems are in place to ensure all bins are in good working condition, not over filled and ready for use by staff and visitors
- To dispose of waste appropriately following agreed protocols and standards and enable the hospital to remain clean and tidy
- To ensure clinical equipment is cleaned, in a usable condition and is stored correctly including preparing equipment that needs to be returned to EMBE and/or Bed Management Service to enable the smooth delivery of care
- To develop and deliver a process to ensure weekly cleaning of all clinical equipment, not in use, and appropriate labelling
- To comply with the accurate recording of tasks completed including daily/hourly checks
- To ensure timely cleaning and labelling that clinical equipment is cleaned

Maintaining the environment to meet needs of patients

- To establish a pleasant and welcoming atmosphere and environment for patients, visitors and staff, making recommendations for improvements where necessary



- To prepare environments for healthcare staff to deliver hygiene care i.e. ensuring bed spaces are clean, tidy, decluttered and fit for purpose
- To prepare environments for patients to ensure they can eat and drink by decluttering bedside tables prior to mealtimes
- To ensure patient's personal belongings are within easy reach and when not in use stored safely in their locker
- Assist nursing staff with bed making and appropriate disposal of soiled linen
- Assist nursing staff through the provision of equipment and consumables they require to support patient hygiene needs
- To support the ward team to ensure the correct resources are available i.e. Cushions, mattresses etc., as well as completing necessary documentation to order or to report for collection
- To ensure the department has an adequate supply of pressure-relieving mattresses and to report broken equipment in a timely fashion using appropriate resources
- To manage linen supplies, on behalf of the ward/department manager, to meet minimum stock levels and turnaround ensuring room clean and tidy at all times

General duties

- To liaise with the nurse in charge regarding individual patient requirements to provide a patient focused service
- To support the ward clerk and other staff in the answering of telephones and directing relatives and visitors
- To provide a welcome to patients, relatives and visitors to the area liaising with other staff as appropriate to provide an orientation to relevant areas and amenities
- To monitor adequate stock levels in accordance with ward stock par levels, order and ensure stock rotation of all ward consumables
- To monitor and check all ward equipment ensuring that appropriate requisition for works and repair are completed and that Nurse in Charge is informed

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and the manager. All duties must be carried out under supervision or within Trust policy and procedure.



Person specification

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| Position | Housekeeper |
| Grade | AfC Band 2 |

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview. Essential: E Desirable: D

| Trust values | |
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| Patient at heart – Always holding the patient and their wellbeing at the centre of our thoughts and efforts | E |
| Everyday excellence – Sharing and celebrating our successes, being honest when we get it wrong, giving us the ability to learn from both | E |
| Creative collaboration – Knowing strength comes from diversity, we combine our experiences, skills and talents, working together to find new and better ways to care | E |

| Education and qualifications | |
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| Educated to a GCSE Level or equivalent | E |
| NVQ Level 2 or equivalent experience | E |

| Experience | |
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| Previous clerical and/or clinical experience | E |
| Working with people in a caring capacity | E |
| Previous NHS clerical or clinical experience dealing with the public | D |
| Experience with catering and or food service delivery | D |

| Skills and knowledge | |
|--|---|
| Ability to communicate effectively with a range of people in difficult circumstances | E |
| Good interpersonal skills | E |
| Keyboard skills | E |
| Good telephone communication skills | E |
| Good organisation skills | E |
| Ability to work quickly and under pressure | E |
| Ability to maintain absolute patient confidentiality | E |
| Able to use own initiative | E |
| Ability to work as part of a team | E |



| Personal qualities | |
|--|---|
| Calm under pressure | E |
| Consideration and diplomacy | E |
| Understanding of Patient Confidentiality | E |