



Candidate information

Domestic Assistant



Job Description

Post Title: Domestic Assistant	Post Reference:	
Summary of the Role: To perform housekeeping and cleaning duties within the hospital in accordance with the service level agreement and contract specification. Provide a safe environment for customers and staff. Exceed the expectations of our customers, by effectively doing your duties, ensuring that all standards are consistently met. To perform duties in accordance with infection control training and instruction .		Reports to: Customer Support Team Leaders Base / Location: TBC
Key Responsibilities		Working Relationships & Contacts
<ul style="list-style-type: none"> • Carry out cleaning duties as per cleaning schedule for assigned area. • Clean all work areas/equipment during and after use and remove all waste to the appropriate area. • Observe the codes of practice for Health and Safety. • Ensure that customer complaints are promptly dealt with, and action taken to prevent reoccurrence. • The equipment is used safely and in accordance with current regulations and company policies and to maintain the equipment in a clean, safe and tidy condition. • Report all maintenance issues and hazards to your line manager. • Carry out duties in accordance with agreed Method Statements • Effective communication with all levels of staff • Complying with the Trust policies on Health & Safety, COSHH and other statutory legislation • Advise helpdesk on any defects within own area • Order of goods and materials as necessary from Team Leaders • Maintain records as required • Ensure all security procedures are adhered to at all times. <p>Any other cleaning duties required from time to time</p>		<p>Internal :</p> <ul style="list-style-type: none"> • Working with other staff on shift <p>External</p> <ul style="list-style-type: none"> ▪ Assisting with patients and visitors.



Job Dimensions: Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)	Performance measures and KPIs
<p>In such an environment there can be many emotional/mental demands when interacting with people within the work area. All cleaning staff are required to be flexible to react to changing demands from the service.</p> <p>Occasional exposure to distressing or emotional circumstances</p>	

Person Specification: (Please state Essential (E) or Desirable (D))		
<p>Knowledge & Skills:</p> <p>Good communication skills including verbal and written English.</p> <p>Shows initiative and self-motivation.</p> <p>Awareness of service image.</p> <p>Physically fit for the work</p> <p>Friendly and Reliable.</p> <p>Prepared to work unsociable hours if shift pattern requires.</p> <p>Attention to detail.</p> <p>Risk Assessment awareness</p> <p>Flexible attitude to working times and methods.</p> <p>Customer focus</p> <p>Health and Safety Awareness</p> <p>Site Orientation and Corporate Induction</p> <p>Manual Handling</p> <p>Customer Care</p> <p>Fire Safety</p>	<p>Experience</p> <p>Previous experience of working within a busy hospital environment (D)</p>	<p>Qualifications</p> <p>BICSc training to Operator Proficiency Certificate Level 1 (OPC L1) (D)</p> <p>Numerate/literate (E)</p>

Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		X
Driving?	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work		X
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		X
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		X
Hand Washing?	This means washing hands 20 plus times per working day.	X	
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		X
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.	X	
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).	X	
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		X
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		X