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| Job Title: | Hotel Services Assistant |
| Reports to (job title): | Hotel Services Assistant |
| Line Manager to: | n/a |
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## Job purpose

The Hotel Services Assistant will be responsible for providing a clean environment and serve food to service users in accordance with Clean Hospitals Initiative and Better Hospital Food. Working as part of a ward based domestic team in providing service users with an environment which promotes their well-being through infection control procedures and good food hygiene standards, being flexible and responsive to meet the needs of the service. Have an overall awareness of the working environment including general safety awareness.

## Key responsibilities

* To perform cleaning duties using work schedules to promote and maintain an environment conductive to staff and service users care which meets National Standard of Cleaning and the NHS Plan on Clean Environments.
* To ensure that at all times they are aware of the environment they are working in and they follow laid down procedures to ensure the safety of the service users, staff, visitors and themselves.
* To be responsible for the safe and secure handling of keys and door codes to departments, wards and clinics.
* To assist with service user meals, collecting in of cutlery/crockery. 5. To serve our service users meals, snacks and beverages. Ensure food quality, quantity, temperature and wastage procedures are followed.
* Empty, clean and re-line bins
* Replenish soap, toilet rolls, paper towels and other supplies as directed
* To be responsible for the cleaning and restocking of sanitary areas and the reporting to a team leader of any faults.
* Damp dust ledges, pipes, radiators, curtains rails and other items as required
* To set up, clear away and wash up at meal times, full clean of food trolley
* High dust with the appropriate applicator all areas above hand height e.g. pipes and ceilings
* To be responsible for ensuring all cleaning equipment is cleaned, dried and stored away at the end of each shift, use it as instructed, free from damage, and report any faults.
* Polish Furniture and fittings as directed
* Change disposable curtains as and when required following the Infection Control Policy
* De-scale lime deposits as directed
* To carry out heavy duty cleaning programme
* Vacuum and damp mopping on appropriate flooring
* To provide a water jug service to service users twice a day
* To ensure that all ward areas, theatres, clinical, public areas and staff working areas are kept clean and tidy by damp dusting, dust control, mopping, suction cleaning and damp mopping.
* To undertake all Statutory Mandatory Training and any other training relevant to the job role.
* To carry out isolation/infection cleans when necessary, following agreed isolation procedure
* To work to infection control standards at all times
* To be responsible for following all Health and Safety, COSHH and Infection Control policies and observes personnel duty of care in relation to equipment, procedures and resources.

Working Conditions: The post is based on the Ward or Department, to provide a clean and safe environment to service users and staff.

SPECIAL NOTE: This job description does not form part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

This job description is not a complete list of duties but is intended to give a general indication of the range of work undertaken. It will vary over time as demands and priorities within the NHS change. Significant changes in the range of work undertaken will be made only after discussion with the post holder.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don’t translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. We care, we think, and we do.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * Accountability * Involve * Resilience |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company’s employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management:  NHS Code of Practice](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
* Adherence to the clear desk/screen policy
* Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company’s medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

Essential

* Able to understand verbal instruction
* An understanding of a range of routine procedures
* Effective listening skills.
* Able to work well in a team.
* Good communication skills
* Able to communicate with service users, visitors and staff.
* Ability to follow cleaning schedules and Health and Safety instructions
* Emotional Effort
* Manual dexterity to manage equipment.
* Frequently required to concentrate when working in a service user’s area.

Desirable

* Level 2 in Cleaning
* Food Safety and Hygiene Certificate
* Previous experience in the cleaning industry
* Knowledge of cleaning procedures and cleaning equipment
* Working understanding of hospital systems
* Experience in working as part of a team

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| Employee signature |
| Manager signature |