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| Job Title: | Facilities – Soft Services – General Assistant |
| Reports to (job title): | Team Leader – Soft Services |
| Line Manager to: | N/A |

Job purpose

- You will work closely with the Facilities Soft Services Team Leader and other Facilities Colleagues within the Soft Services Team. The post holder will be overseen by the Facilities Soft Services Team Leaders to undertake a variety of activities to support and enable the delivery of HCRG Care Group Community Services.

Base

Working across the BaNES area within the HCRG Care Group Soft Services Team, main working locations will be Paulton Memorial Hospital and St Martins Community Hospital.

Key responsibilities

- The Soft Services General Assistant will play an important role in the future of HCRG Care Group and the Soft Services Team for delivering all aspects of Soft Services. This will include, but may not be limited to; cleaning, catering and portering
- The cleaning element of the role will include:
 - Day to day cleaning of a variety of areas, such as, staff and public amenities, offices, meeting and training spaces, clinical outpatient areas and clinical inpatients areas as per cleaning schedules that enable us to be compliant with NHS Cleaning Standard.
 - Ad hoc and periodic cleaning as per NHS Cleaning Standards such as high level cleans, carpet cleaning, rotary wash, external jet washing of pathways, bins and fleet vehicles
 - Reactive cleaning such as Deep Cleans, spills and leaks
- The catering element of the role will include:
 - Ward Kitchen food and drink service
 - Catering block (St Martins) food preparation and management
- The Portering element of the role will include:
 - Stock control
 - Goods in services
 - Ward Clean downs
 - Transportation between sites of equipment and supplies, using company van

- Participate in training as directed by the Facilities Team Leader. This would include training in cleaning techniques and mandatory training such as Fire Safety, Moving & Handling, COSHH, and Infection Control

Person Specification

Essential

- Range of work procedures and practices, base level of theoretical knowledge plus experience relevant to the post - essential
- Facilities in house training program to be completed within agreed time scale – essential
 - It is essential that the applicant be willing to undertake NVQ Level 3 Food Hygiene, if not already qualified in order to fulfil this role to undertake duties in the catering block.
- Full clean UK driving License

Desirable

- Food Hygiene Level 2 certificate (for Ward Kitchen Duties) - desirable

Demonstratable Skills & qualities:

- Experience of either catering / cleaning / portering in a commercial environment
- Good communication skills
- Ability to undertake a variety of demanding physical tasks
- Ability to work flexibly to meet the needs of the soft services and clinical teams

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.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- 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 , NHS Constitution and HSCIC 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 Datix 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.

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.

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.

Employee signature

Manager signature
