

Job Title:	Cleaner
Reports to (job title):	Support Coordinator
Line Manager to:	NA

Job purpose

Cleaner at Carrswood Day Service, Learning Disabilities, 20 hours per week

We are based at Carrswood Day Service, Twerton, Bath, where we provide a building-based day service for adults with learning disabilities. The service provides person-centred, specialist support to service users with significant complex health needs. The service delivers group and 1:1 activities focused around key areas including: communication, health & wellbeing, independent living skills, social skills and support with sensory needs.

The service is looking for a reliable, enthusiastic and energetic person to become a Cleaner for the service and to join a dedicated and experienced staff team. The role is primarily based at the day service, however, you may occasionally be asked to work in other areas, attend meetings or training outside of this location. You'll work within a small team with one or two other staff responsible for the cleaning at the Day Service, this role may involve lone working depending on the cleaning arrangements and needs of the service

You will have some knowledge and experience in cleaning, ideally from a care or healthcare background and be familiar with the colour code system for different areas when cleaning. We will provide you with additional relevant training and support for you to do your job. Once trained you will often work on your own but with guidance from the service manager and other staff members.

Your primary purpose is to open/close the building and ensure the environment is safe and hygienic for anyone accessing Carrswood. Jobs will include cleaning, stock maintenance and carrying out Health & Safety checks such as checking fire safety equipment and taking water temperatures.

The service provision is currently Monday to Friday between 9am – 5pm. The cleaning hours are flexible in terms of this can be completed prior to the opening of the service or after the service has closed.

Key responsibilities

- To ensure the building and the grounds are safe, secure and accessible prior to and during times of opening and to secure the building at the end of the day.
- The post holder will be a key holder to open/lock the building up at the start/ end of the day when working, this will involve some lone working

- To perform high-standard cleaning duties to promote and maintain an environment suitable for service users, staff and visitors, throughout the day.
- To ensure they comply by the colour coding system to prevent cross contamination and abide by Infection Prevention Control systems, COSHH and safe working practices
- To be responsible for the cleaning and restocking of sanitary areas and the reporting to a manager of any faults
- To monitor and record temperatures, in line with Health and Safety and to report any issues or concerns to a manager
- To manage the on-site Laundry
- To deal with clinical and general waste and recycling using the systems in place
- To ensure that at all times they are aware of the environment they are working in and they follow policies and 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

The postholder will:

- Understand and ensure regulatory guidelines, policies and procedures are upheld.
- Be able to work independently and as part of a team
- Competently operate work-related technology, systems, equipment, and devices e.g. computer, telephone and hand held devices.
- Keep accurate records, write simple reports and hand over notes.
- Communicate effectively with service users, staff and members of the public and a range of colleagues at different levels. Communication could be face to face, electronic, or written.
- Act as a positive role model helping to demonstrate effective ways of working to achieve the best outcomes for the service and its customers.

Voluntary or unpaid work experience may be used to demonstrate experience and knowledge gained.

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	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • 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 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

- To be reliable, enthusiastic and keen to make a positive difference to others
- Functional Literacy and Numeracy level 2/GCSE grade A-C or equivalent including English Language and Mathematics
- To be able to work as part of a team as well as autonomously
- Previous experience operating work related equipment, aids and devices in a similar role, e.g. laundry machinery, floor cleaners, handheld devices
- Have good record keeping skills in accordance with HCRG Care Group policies
- Have an understanding of legislation related to this type of work
- Have an understanding of risk assessment processes in the workplace
- Have good communication skills

Desirable

- Previous experience working in a Health/Social care environment
- Experience of working with people with a learning disability in a person-centred way
- Previous experience in a customer-facing role
- Experience and understanding of audits and information governance.
- Basic level of IT skills relevant to the role

Other requirements:

To be physically fit and capable of performing active and manual handling tasks required by the role.

Employee signature

Manager signature
