



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

JOB DETAILS

Job Title:	Support Services Site Assistant
Pay Band:	2
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Support Services
Department:	Support Services
Base:	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Support Services Supervisor
Professionally Accountable to:	Assistant Director Health Safety & Support Services

VALUES & BEHAVIOUR



Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.

JOB SUMMARY / PURPOSE:

Work as part of the local Hospital and Community Support Services Team to carry out a range of duties associated with the provision of professional cleaning, catering and patient support activities.

Work as part of an allocated portering or cleaning team on a regular basis.

Work at all times within skill set and training levels.

Maintain a high standard of food hygiene in support of providing patient meals, snacks and beverages as directed.

Carry out other relevant duties associated with the role and periodically those as directed to support the wider Support Services Team across cleaning, catering and portering duties.

Actively support the Health Board's statutory obligations with environmental sustainability and recycling.

Staff must always conduct themselves in a professional manner and be aware of patient's dignity and privacy when it comes to their personal information.

DUTIES & RESPONSIBILITIES

Follow guidance, training, and procedures.

Act within a remit of knowledge and always seek advice if unsure about any activity.

Operate and maintain cleaning equipment safely and within the manufacturers instructions, including moving of equipment or stores and the safe transportation of food trolleys as directed.

Assist in the implementation and adherence of changes to tasks and procedures, and contribute to improving the service.

In the absence of the Support Services Supervisor, work independently having due regard in all aspects of health, safety, hygiene and cleaning procedures, escalating any concerns as necessary.

Participate in reporting any defects to equipment, building fabric or facilities to the Support Services Supervisor or Support Services Coordinator.

Offer guidance and support to others with less experience within the team through good communication and demonstration of a sound professional knowledge and practices.

Ensure the appropriate maintenance of portable air cleansing, air conditioning and air scrubbing units.

Ensure that all equipment and materials are used and stored safely in compliance with COSHH regulations and Health and Safety requirements, ensuring use of warning signs in relation to carrying out duties.

Always comply with cleaning and infection control procedures.

Always comply with the correct food safety standards and legislation and procedures for handling food and drinks.

Follow the Health Board procedures in relation to the handling of keys and security procedures, access to key codes and computer systems.

Report any faults, defects, pest control infestations or operational issues to the relevant person.

Operate and move equipment within own work area. (Some lifting and stretching, and high and low-level work is required).

Staff are to wear the appropriate uniform and protective clothing appropriate for the duties they are undertaking.

Post holder is responsible for laundering own uniform.

Cleaning Duties

Always carry out routine cleaning and refuse collection for an allocated area in compliance with the local hospital specific ward/department policies and procedures.

Ensure any cleaning rectification is undertaken promptly and thoroughly within the agreed timescale and standard.

Specific cleaning and support duties tasks include, but may not be limited to, all the following:

- Vacuuming and mopping of floors.
- Cleaning of furniture and fittings including beds, lockers, and chairs etc.
- Cleaning of bathrooms, toilets, and sluices.
- High and low-level cleaning of ledges, windowsills, and curtain rails etc.
- Replenishing of soap, hand towels, toilet paper and other consumables.
- Cleaning of glass partitions and mirrors.
- Mechanical maintenance of floors including scrubbing, buffing and carpet cleaning at agreed frequencies.

- Mop laundering.
- Steam cleaning.

Where required undertake Bio quell Q50-HPV decontamination duties and be fully compliant with all the methods and responsibilities of using this system.

Changing of window and cubicle curtains as per the Health Board procedures.

Portering Duties

Duties associated with this role may include: (these activities may be shift/site specific).

- Collect and deliver mail.
- Deliver/replenish gas cylinders as required and complete safety system checks for medical gas distribution schemes.
- Distribution of linen to wards and associated areas and other laundry duties as required, including the operation of washing machines and dryers and the treatment/disposal of dirty laundry.
- Assist with the unloading of supplies and distribution to departments.
- Transferring files, laboratory specimens, blood products, pharmacy boxes between hospital wards and departments.
- Movement of furniture and medical equipment safely.
- Assist in the collection, keeping records and disposal of all waste from all areas of the hospital including confidential waste, and clinical waste.
- Assisting in security checks and car parking compliance.
- Undertake gritting/clearing pathways and litter removal of identified areas.
- Ensure the appropriate maintenance of portable air cleansing, air conditioning and air scrubbing units.
- Where required undertake Bio quell Q50-HPV decontamination duties and be fully compliant with all the methods and responsibilities of using this system.
- Undertake any other reasonable duties that is commensurate with the role.

Ward Catering Duties

Other duties associated with this role may include: (these activities may be shift/site specific).

- Assist in the main hospital kitchen as directed by the Support Services Supervisor.
- Maintain compliance with current Food Hygiene legislation and support the HACCP procedure ensuring that the documentation is completed and retained.
- Provide support at mealtimes with the handling and serving of food and with hot and cold beverages.
- Prepare tables and/or trays for patient meals, clear away, load/empty dishwasher (or wash up cutlery and crockery) and replenish condiments.

<u>PERSON SPECIFICATION</u>			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Literacy and Numeracy L1 or equivalent</p> <p>Willingness / ability to complete an internal training programme within 6/8 weeks</p>	<p>Level 2 NVQ in cleaning services or equivalent or are willing to participate in further training to achieve</p> <p>Level 2 in numeracy and literacy or equivalent or are willing to participate in further training to achieve</p> <p>To have gained or have previously received Food Safety awareness training</p>	<p>Pre-employment checks</p> <p>Interview</p> <p>Application Form</p> <p>Test at interview</p>
Experience		<p>Previous experience of working within a team</p>	<p>Application Form and Interview</p>
Aptitude and Abilities	<p>Able to perform independently or as part of a team</p> <p>Able to follow instructions and organise own work to meet the team objectives, adapting work to meet any changing priorities which may need to meet tight timeframes</p>	<p>Ability to speak Welsh</p>	<p>Interview</p> <p>Application Form</p>
Values	<p>Demonstrate PTHB Values</p> <p>Commitment required to delivering a high-quality service for patients and staff</p>		<p>Interview</p> <p>Application Form</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Other	<p>Ability to travel within geographical area</p> <p>Where the duties require the use of a Health Board vehicle the post holder must hold a current UK driving licence</p> <p>Able to work hours flexibly</p>		Application Form and Interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with their organization's Compliance Notice under the Welsh Language Standards, as well as any local policies with regards the Welsh language; as well as taking every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy.

- Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **direct contact** with patients / service users / children /vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhanced Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Organisational Chart



