

Job Description

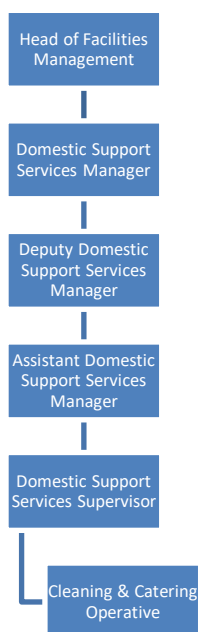
Job Title:	Cleaning and Catering Operative		
Band:	2		
Department:	Facilities Management		
Care Group:	YTHFM		
Reports To:	Domestic Support Services Supervisor		
Accountable To:	Domestic Support Services Manager		
Professionally Accountable To:	Domestic Support Services Manager		
Responsible For:			
Main Base/ Site:	York Hospital		
Contract Status:	<input checked="" type="checkbox"/> Permanent	<input checked="" type="checkbox"/> Fixed Term	<input checked="" type="checkbox"/> Other:
AfC Reference Number:			



JOB SUMMARY

The main function of this post is to participate in maintaining levels of cleanliness throughout a designated area and providing a catering service.

ORGANISATIONAL CHART



KEY RELATIONSHIPS

- All Trust and YTHFM staff (clinical and non-clinical)
- External bodies (e.g. CQC, local authorities)
- Patients
- Visitors

KNOWLEDGE AND SKILLS

1. Communication and Relationship Skills

- Good communication skills and a pleasant manner when dealing with patients, staff, colleagues, and visitors is expected at all times. Some patients may have severe communication or behaviour problems which may require tact or persuasive skills.

2. Knowledge, Training and Experience

- To ensure that the ward/area you are assigned to is cleaned in accordance with the work schedule for that area.

3. Analytical Skills

- To ensure that you inform your supervisor if there are any problems which may have a detrimental effect on your ability to clean areas properly.
- Clean and refill water jugs
- Identify any changes to your area that would affect your ability to clean and bring these to the attention of your supervisors.
- Identify little-used water outlets in your area of work and bring them to the attention of your supervisor.
- To ensure you report any incident/accident or near miss that you are aware of whilst on duty at work via the appropriate route.

4. Planning and Organisational Skills

- Staff must prioritise their own workload whilst giving consideration to any variation in ward or departmental routine, where appropriate

5. Physical Skills

- To undertake any other duties appropriate to your band that may be assigned from time to time.
- To attend and participate in all training courses required for this post. You will be required to undertake some statutory and mandatory training using a computer.

RESPONSIBILITIES

6. Responsibilities for Patient/ Client Care

- To assist with the distribution of meals to wards

- To be responsible for the plating up of the meals, ensuring the dietary requirements of patients are met.
- Make and distribute hot beverages, ensuring all dietary requirements are met and interacting appropriately and sensitively with patients and visitors.

7. Responsibilities for Policy and Service Development

- To work with your supervisor and other staff groups when the work schedule for your assigned area is to be reviewed.
- To ensure correct standards of hygiene, cleanliness, and safety in line with York Teaching Hospital Facilities Management (YTHFM) policies and procedures
- To observe York Teaching Hospital Facilities Management (YTHFM) Health and Safety Policy and Procedures at all times so as not to compromise either your own health and safety or that any service user or visitor who has reason to be in the area in which you are working. This will include using/wearing any personal protective equipment/clothing that is provided to you to use while carrying out specific tasks.
- To be responsible for ensuring that you follow the security protocols which are relevant to the site you work on at all times.

8. Responsibilities for Financial and Physical Resources

- To ensure all the cleaning materials and disposables are used economically and that only chemicals provided by York Teaching Hospital Facilities Management (YTHFM) are used in accordance with your training.
- To be responsible for ensuring that all the equipment and cleaning materials used are stored securely and safely in your work area.
- To ensure that whilst carrying out your duties the correct colour coded equipment is used to prevent cross contamination.
- Ensure all cleaning equipment and trolleys are cleaned properly at the end of each shift and are stored in line with the Cleaning Cupboard Standard Operating Procedure (SOP).
- To ensure that all waste is disposed of in accordance with department protocol and York Teaching Hospital Facilities Management (YTHFM) waste policy.
- To ensure the oven gloves used are laundered on a regular basis.
- To be responsible for the cleaning and storage of crockery and cutlery that is used for the serving of patient's meals.
- Use resources in line with departmental guidelines.
- To be responsible for any keys and personal safety equipment that is issued to you.
- Ensure stock control and management processes are adhered to.

9. Responsibilities for Staff/ HR/ Leadership/ Training

- Work alongside new recruits, demonstrating work activities to new or less experienced employees.
- To attend Team Brief/Meetings and play an active role as and when required to do so.
- To undertake any other duties appropriate to your band that may be assigned from time to time.

10. Responsibilities for Information Resources

AfC Reference:

- To ensure food is served at the correct temperature and that the temperatures are accurately recorded.
- Complete all appropriate documentation relevant to role and duties.
- Flushing of outlets as directed, to be compliant with water safety, ensuring accurate records are kept.

11. Responsibilities for Research and Development

- To participate in annual appraisals and management supervision meetings

12. Freedom to Act

- Undertake specialist cleaning as required under the guidance of the Facilities Supervisor and/or Nurse in Charge and/or Infection Prevention Dept

EFFORT AND ENVIRONMENT

13. Physical Effort

- Use of cleaning chemicals on a daily basis
- Frequent requirement to stand/bend/kneel/walk.
- Frequent requirement to lift/push/pull cleaning equipment, some of which is industrial standard.

14. Mental Effort

- To use machinery/equipment in accordance with your training to prevent endangering yourself and others. This will include:
 - Reporting faults, checking machinery before first use, and reporting any defects or faults as required
 - Keeping equipment clean
 - Replenishing vacuum cleaner bags as required
 - Using the equipment for the purpose it was built for.
 - Complying with health and safety regulations by ensuring safety signs are displayed whilst working and removed once the area of work is clean and dry.

15. Emotional Effort

- Unpleasant and distressing situations in Emergency Department (ED)/Accident & Emergency (A & E)/Minor Injuries Units (MIU) and wards, such as unexpected deaths/CRASH procedures/Mortuary cleaning
- Dealing with difficult patients, visitors and staff which may include verbal abuse.

16. Working Conditions

- To maintain a clean and tidy appearance paying particular attention to personal hygiene and ensuring correct uniform, according to the Appearance and Uniform Policy, is worn at all times, including Personal Protective Equipment as issued.
- Lone working
- Potential exposure to bodily fluids

AfC Reference:

- Potential for needlestick injury through incorrect disposal of sharps
 - Potential unpleasant odours and contact with soiled linen and foul waste.
 - There may be a requirement to work at other sites to enable the flexibility of the service; travel will be within work time.
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KEY VALUES

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

- We are **kind**
- We are **open**
- We pursue **excellence**

These values are underpinned by behaviours:

We are **kind**, this means we:

- **Respect** and value each other;
- Treat each other **fairly**;
- Are **helpful**, and seek help when we need it.

We are **open**, this means we:

- **Listen**, making sure we truly understand the point of view of others;
- Work **collaboratively**, to deliver the best possible outcomes;
- Are **inclusive**, demonstrating everyone's voice matters.

We pursue **excellence**, this means we:

- Are **professional** and take pride in our work, always seeking to do our best;
- Demonstrate high **integrity**, always seeking to do the right thing;
- Are **ambitious**, we suggest new ideas and find ways to take them forward, and we support others to do the same.

STANDARD GENERIC ITEMS:

The post holder will uphold and support these values in accordance with the Behavioural Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones.

AfC Reference:

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change as the organisation and services develop and wherever possible change will follow a consultation with the post holder.

JOB AGREEMENT:

Job Holder (PRINT NAME)	
Job Holder (SIGNATURE)	
Date	

Recruiting Manager (PRINT NAME)	
Recruiting Manager (SIGNATURE)	
Date	

Person Specification

Cleaning & Catering Operative

Criteria	Essential	Desirable
Education, Qualifications and Training	<ul style="list-style-type: none"> • Good basic education which includes reading and writing plus basic numeric skills • Basic understanding or a willingness to complete appropriate qualifications and training which includes: <ul style="list-style-type: none"> • knowledge of cleaning procedures, • COSHH procedures • infection prevention and control • Food Hygiene Level 2 • Relevant water systems training • Use of equipment such as regeneration ovens, dishwashers and floor machinery • Customer service training (or to be completed within 6 months of employment start date) 	<ul style="list-style-type: none"> • BICSc Qualification/NVQ Level 2 in Cleaning/Catering or equivalent • Training in industrial cleaning equipment • Full UK valid driving licence
Experience and Knowledge Required	<ul style="list-style-type: none"> • Able to read, write and converse in English. • Able to understand and follow written and verbal instructions. • Effective oral and written communication skills • Flexible approach to work • Awareness of the importance of confidentiality and information governance in the workplace • Awareness of security and access control within the workplace 	<ul style="list-style-type: none"> • Able to use small and large pieces of equipment such as Regeneration oven / dishwashers / Floor machinery. • Previous experience of working in the NHS • Experience of working in cleaning industry
Skills and Attributes	<ul style="list-style-type: none"> • Basic IT skills • Able to work alone and with others as part of a team using initiative. • Able to work to deadlines. • Ability to prioritise own work. 	

	<ul style="list-style-type: none"> • Ability to: <ul style="list-style-type: none"> • Undertake cleaning duties involving lifting items and operating cleaning machinery, some of which is industrial standard. • Work without immediate supervision being able to prioritise and use own initiative. • Work in pressure situations and still maintain standards. • Undertake high quality cleaning/catering work 	
Aptitude and Personal Qualities	<ul style="list-style-type: none"> • Good customer service skills • Possess excellent personal hygiene standards. • Flexible and adaptable • Positive can do attitude. • Commitment to learning new skills 	
Values & Behaviours	<p>Ability to demonstrate our organisational values and behaviours:</p> <ul style="list-style-type: none"> • We are Kind. • We are Open. • We pursue Excellence. 	

