



JOB DESCRIPTION

Oxford Health NHS FT

Job Title:	Housekeeper (Mental Health)
Band:	2
Responsible to:	Head Housekeeper
Responsible for:	N/A
Accountable to:	Facilities Manager
Place of work:	Mental Health Site
Hours:	37.5

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JOB PURPOSE

To work in conjunction with nursing staff in order to maintain a clean and safe environment. To maintain a homely and comfortable atmosphere.

Responsible for cleaning and maintaining the patient rooms, public areas, back of house areas such as linen room and laundry areas, according to company policy and procedures at a level that meets or exceeds National Cleanliness standards.

DUTIES AND RESPONSIBILITIES

- To carry out daily cleaning routines as scheduled.
- To carry out cleaning tasks as per rota.
- To handle and remove waste in line with segregation processes and procedures
- To unpack and stack all linen and laundry.
- To regenerate cook/chill meals recording the temperatures of food at stages defined as appropriate within the relevant wards.
- To ensure kitchen equipment, regeneration equipment and all surfaces are clean at all times.
- To ensure food is ready to be served at the correct times for service and all waste food is discarded immediately after service.
- To ensure the dining room is cleaned after each meal.
- To wash-up and account for all cutlery and crockery and kitchen utensils after meals and breaks.
- Ensure all food items are correctly stored and there are adequate supplies.
- To follow hygiene regulations.
- To follow Health & Safety regulations.
- Other duties associated with ward activities.
- To provide cover for colleagues during absences.
- To ensure cleaning trolleys are fully stocked with sufficient cleaning materials, equipment to clean each area.
- To ensure all cleaning materials are used as directed and secured securely and safely in compliance with COSHH regulations.
- Observes proper procedures upon entering a patient room
- Reports any damages or hazards that are present in patient room, i.e., burnt out light bulbs, broken furniture, broken fixtures, etc. to Head Housekeeper
- To ensure that all equipment used is fit for purpose and report any damaged or out of date PAT tested machinery to Head housekeeper.
- To ensure proper procedures are followed when cleaning in patient areas
- Adheres to all policies and procedures relevant to the role
- To ensure that all mandatory training and task specific training is attended as required for the role
- To be aware of local health & Safety procedures including fire evacuation procedures.
- To report personal accidents or injuries to head housekeeper to ensure recorded on incident register
- Follows safety and security policies and procedures
- Knowledge of all fire prevention and emergency policies and procedures
- Utilises protective equipment

- Reports substandard (unsafe) conditions to Head Housekeeper
- Attends Trust orientation and training
- To carry out any additional related duties requested by head housekeeper
- Assists other housekeeping personnel when needed

You will be required to do the following:

- Push heavy carts
- Bend and reach to dust, clean & make beds
- Stand & walk for varying lengths of time, often long periods
- Use written communication skills to mark completed rooms on daily paperwork
- Lift all equipment and supplies on and off carts

Specific requirements of Mental Health / Forensic Environments

- To understand and carry out break away training and when it should be used
- Ability to work in a challenging environment and to understand own limitations in dealing with potentially volatile situations and seek help when appropriate.
- To risk assess on a daily basis when working in isolation e.g. when working in patient bedrooms.
- To take responsibility of secure area keys and act in accordance with the key policy
- To ensure compliance with PIT alarm procedures.
- To have clear understanding of patient boundaries and vulnerability and ensure these boundaries are maintained at all times.
- To understand and act accordingly in relation to potential personal risk related to specific client group.
- To attend and understand Forensic or mental health induction as required.

CODE OF CONDUCT

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration - Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employee's, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination policy, uniform and workwear code and standard precautions policy to reduce the spread of healthcare-associated infections (HCAIs).

- Employees with clinical responsibilities must incorporate into their clinical activities up-to-date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (e.g. Caldicott, GMC.) and any code of practice on Confidentiality and Data Protection, as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director.

Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse, or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge Requirements	Some knowledge of cleaning chemicals	
Qualifications – Academic/Skills/ Professional	Good general education Basic cleaning skills Willing to undertake NVQ2 food hygiene	NVQ 1 in cleaning To demonstrate an interest in Learning/Further Training NVQ2 food hygiene
Further Training or Job related aptitude and skills	Ability to work by themselves as well as being part of a team Good communication skills Ability to communicate sensitively with people who have mental health concerns An understanding of the principles of delivering quality customer service An ability to be accepting of others, non-judgemental and tolerant Flexible Good interpersonal skills	IT skills
Experience		Experience of working in a health care setting
Personal qualities	Physically fit to carry out the duties of housekeepers in job description Flexible Good interpersonal skills	
Contractual Requirements or other requirements		