

JOB DESCRIPTION

JOB TITLE:	Facilities Support Services Assistant
BAND:	Band 2
LOCATION:	The Bridges medical Centre/Westhaven
LINE MANAGER:	Facilities Manager
KEY RELATIONSHIPS:	Matron, Ward Manager, Senior Facilities and Estates Management, other Support Services Managers, Cleaning and Catering teams, patients and visitors, other agencies and Trust staff.
HOURS OF WORK:	15 hours per week. The post holder may be required to work flexibly to meet the needs of the service.
JOB PURPOSE:	<p>This is a multi-skilled roll to provide an effective, patient-focused Facilities Service (FM) in the delivery of cleaning, portering and catering.</p> <p>Cleaning</p> <p>Provide an effective, patient-focused cleaning and domestic service, to meet NHS cleanliness standards as a minimum.</p> <p>Portering</p> <p>Provision of appropriate portering services</p> <p>Catering</p> <p>To contribute to the delivery of Catering Services in the hospital and ensure a clean, safe and hygienic environment.</p>

SECTION A: MAIN DUTIES AND RESPONSIBILITIES:

This role will require the individual to rotate between their responsibilities as required.

1. CLEANING

- Clean any areas of hospital as required by the supervisory staff.
- Carry out cleaning programme/schedules as required by the supervisory staff Observe all safety practices including the prevention of cross infection by the use of colour coded equipment.
- Observe clinical waste procedures disposing of household waste as directed by domestic supervisors.
- Knowledge of cleaning procedures and COSHH
- Follow safe systems of work and report hazards to the Hotel Services manager in accordance with Health and Safety procedures.

• PORTERING

- Understand the routine of all departments in hospital, be aware of alterations to normal routines, and prioritise duties to accommodate changes and or emergencies.
- Direct/escort patients' visitors to appropriate departments
- Transportation of patients to and from wards and departments by wheelchair, trolley or on foot
- Collection of soiled linen, refuse and clinical waste, ensure correct storage, replace bags, ensure security of clinical waste bins
- Follow Infection Control Guidelines and appropriate use of protective equipment.
- Ad hoc duties that arise from time to time, assisting with office moves delivering and collecting furniture etc to other units and to patients' home etc
- May involve driving/courier duties as directed.

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- May involve moving /handling of deceased patients as directed.
- Follow safe systems of work and report hazards to the Hotel Services manager in accordance with Health and Safety procedures.

- **CATERING**

- Prepare and serve beverages to staff.
- Prepare vegetables as directed by the Cook in accordance with menu requirements.
- Prepare trays (plate meals) for patient's service.
- Clean all catering equipment immediately after use including food trolleys.
- Clean designated catering area in accordance with laid down cleaning schedules.
- To wash pots and dishes immediately after use.
- Use central dishwashing machine for all crockery and cutlery in accordance with manufacturer's instructions and local orders.
- Maintain personal and catering hygiene standards in accordance with the Catering Quality Assurance programme and current food safety regulations, including food hygiene procedures.
- Support in packing meals for onward delivery
- Support in checking stock levels in the fridges and freezers.

Follow safe systems of work and report hazards to the Hotel Services manager in accordance with Health and Safety procedures.

Cleaning, Catering and/or Portering duties may require to tasks to be carried out at ward level including help with food service to patients resulting in exposure to situations or patients with challenging behaviours. for which appropriate training will be provided where required

2. **RESPONSIBILITY FOR HUMAN RESOURCES / WORKFORCE**

Ensure that you are trained / competent on the use of cleaning chemicals & equipment in line with the National Specifications for Cleanliness in the NHS, C.O.S.H.H and any other relevant legislation.
Ensure that you are trained/competent in food hygiene in accordance with the Food Safety Act

3. **RESPONSIBILITY FOR FINANCE / RESOURCES**

Ensure safe use of equipment.
Ensuring all relevant equipment is properly used at all times.
Advise on stock levels of catering stores, informing catering supervisor of any shortfalls.
If working in the staff dining room, taking and handling of cash for staff meals in accordance with standing financial instructions and local policies/procedures.

4. **RESEARCH & DEVELOPMENT**

Assist with audits and surveys as required.

5. **POLICY & SERVICE DEVELOPMENT**

Responsible for adhering to all relevant policies, procedures and guidelines

6. **ENVIRONMENTAL FACTORS**

Requirement to undertake breakaway techniques as needed.
Occasional/frequent exposure to distressing or emotional circumstances.
The post holder will be expected to be on their feet for substantial periods and realise that kitchens can be hot and physically demanding.

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PERSON SPECIFICATION

1.	KNOWLEDGE, SKILLS AND TRAINING	ESSENTIAL Yes/No	DESIRABLE Yes/No
1.1	Ability to work on own initiative and as part of the team	Yes	
1.2	Good communication skills	Yes	
1.3	Level 2 in Housekeeping or working towards		Yes
1.5	Level 2 in Basic Food Hygiene Certificate or working towards		Yes
1.6	Knowledge of COSHH, induction and on-going training.		Yes
1.7	Able to prioritise workload	Yes	
1.8	Hold a full clean driving license	yes	
2.	EXPERIENCE		
2.2	Previous experience in a similar role	Yes	
3.	FINANCE/RESOURCES		
3.1	Knowledge of stock control procedures and methods	Yes	
4.	INFORMATION TECHNOLOGY/RESOURCES		
4.1	Basic IT skills	Yes	
5.	PERSONAL QUALITIES/ATTRIBUTES		
5.1	Evidence of demonstrating the Trust's values and behaviours.	Yes	
6.	BUSINESS TRAVEL		
6.1	Non-essential car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.		Yes
2.	ADDITIONAL REQUIREMENTS		
2.1	Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively.	Yes	