HORDERHEALTHCARE

ROLE BRIEF

Department:	**Housekeeping**
Job Title:	**Hotel Services Assistant**
Responsible To:	**Duty Housekeeper and Housekeeping Supervisor**
Location:	**The Horder Centre**
Key Duties:	To be responsible for cleaning and to undertake all housekeeping duties to a high standard
Key Accountabilities:	• To take instruction from Duty housekeeper/Housekeeping Supervisor • To adhere to the signing in and out procedure as directed. • To follow the signing out and in procedure for keys held in the housekeeping key cupboard. • To clean, change and remake patient beds. • To clean patient bedrooms and en-suites /Day service unit to a high standard. • To clean patient lounge areas. • To clean and replenish bathroom, toilet, and sluice areas. • To clean offices and store areas. • To clean corridors, entrances and exit areas. • To sign off daily cleaning schedules for the areas that they have cleaned. • To collect and dispose of clinical, recycling and household waste. • To collect and dispose of fouled laundry. • To deliver clean laundry to departments. • To maintain floors to a high standard of cleanliness using manual and electrical resources. • Maintaining at all times the required standards as set by the Housekeeping

	Supervisor. • Ensure that all the relevant Health & Safety procedures are accurately followed along with hygiene and Infection Control guidelines. • Ensure that all chemicals and equipment are handled and used correctly. • To communicate with the nursing staff and departmental colleagues in order to provide an efficient service to our patients. • To report immediately any complaints from patients to your supervisor or the manager on duty, and to pass on any comments received. • To report immediately any breakages or equipment faults to Duty housekeeper/Supervisor • To assist in any other duties as required by the Housekeeping Manager or the Management team.
Key Knowledge, Skills and Experience:	**Must Haves** Good general education Be able to work on your own or within a team Able to work under pressure Have good organisational skills Have good communication skills Must be reliable Must be a team player Must be willing to learn Must be flexible Must be customer orientated **Nice to Haves** NVQ/QCF Level1/2 in Cleaning and Support Services Previous experience with people as customers Previous hospital cleaning experience
Health and Safety:	**The Health Act 2008** Code of Practice for Prevention and Control of Healthcare Associated Infections: You'll carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You'll comply with national standards, policies, guidelines and procedures. If you need a few tips, speak

	with our Infection Control Specialist. For clinical colleagues with direct patient contact, this will include (but is not limited to): • compliance with clinical procedures and protocols, including uniform and dress code • the use of personal protective equipment • safe procedures for using aseptic techniques • safe disposal of sharps. Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.
Equal Opportunities	Horder HealthCare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of: gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.
Confidentiality	You'll make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person.
Safeguarding	You'll be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.
Review	Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues. Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.
Role Brief Agreement	I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review. **Colleague name:** **Colleague signature:** **Date:**