

## ROLE BRIEF

<b>Department:</b>	<b>Housekeeping</b>
<b>Job Title:</b>	<b>Duty Housekeeper</b>
<b>Contract (Perm/Temp):</b>	<b>Contracted</b>
<b>Responsible To:</b>	<b>Corporate Housekeeping Manager</b>
<b>Location:</b>	<b>The McIndoe centre East-Grinstead</b>
<b>Key Duties:</b>	<p>To be responsible for organising the workload or activities of the cleaning services for the organisation to a high standard</p> <p>To be responsible for overseeing and direction of a team of housekeeping assistants, providing supervision and ensuring their duties are completed correctly, whilst adhering to Horder Healthcare policies.</p> <p>It is a requirement of the role that you as a Duty housekeeper take charge/work 2 Bank holidays a year</p> <p>It is a requirement of the role that you do not take any of your Annual Leave at the same time as the Housekeeping supervisor or other Duty Housekeeper.</p>
<b>Key Accountabilities:</b>	<ul style="list-style-type: none"> <li>• To adhere to the signing in and out procedure as directed</li> <li>• To adhere to the signing out and in procedure for keys held in the housekeeping key cupboard</li> <li>• To work with and supervise a team of Housekeeping Assistants on a day to day basis</li> <li>• To be first stage management for the Housekeeping Assistants</li> <li>• Ensure work is completed to the required standards</li> <li>• Responsible for checking that domestic equipment is all in good repair and clean at all times</li> <li>• To monitor and audit the cleanliness of all areas within the Centre</li> <li>• Deputise for the Housekeeping Manager in his/her absence</li> <li>• Undertake any other necessary duties as required</li> <li>• To report any breakages or equipment faults through Estates Department</li> </ul>

## **HUMAN RESOURCES**

### **Performance Management**

- To conduct, midyear reviews and annual appraisals for Bank Staff (as a minimum), in line with the performance policies as well as completing the supporting documentation within the appropriate timescales
- Recognizing and praising good performance whilst immediately and effectively addressing poor performance
- To audit weekly water circulation running regime
- To audit and file all cleaning schedules for the week, keeping a 3 month rolling scheme in place
- To ensure that all the relevant Health & Safety, Infection Control and COSHH procedures are accurately followed
- 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 assist in any other duties as required by the Housekeeping Manager or the Management team

### **Leavers**

- To process all leavers paperwork promptly in the absence of the Housekeeping Manager

### **Absence**

- To E-mail HR Absence for sickness or bereavement leave in the absence of the Housekeeping Manager
- To complete return to work interviews and absence reviews with staff when they are off sick and to keep in touch within the specified time frames in the absence of the Housekeeping Manager

### **Induction**

- To ensure new recruits are effectively inducted into your department(s), and all corporate and departmental checklists are completed within the specified timescales including the *Self Assessment Questionnaire in regard to their PC and Workstation*. (located in the Induction Book)
- To teach the hands on departmental training

	<p><b><u>Mandatory Training</u></b></p> <ul style="list-style-type: none"> <li>• Enable all staff within your department the opportunity for doing their mandatory training.</li> </ul>
<b>Key Knowledge, Skills and Experience:</b>	<p><b>Must Haves</b></p> <p>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          Must have good cleaning skills</p> <p><b>Nice to Haves</b></p> <p>NVQ/QCF Level1/2 in Cleaning and Support Services          Previous experience with people as customers          Previous hospital cleaning experience          Infection control knowledge in cleaning          Health &amp; Safety knowledge          COSHH Knowledge</p>
<b>Health and Safety:</b>	<p><b>The Health Act 2008</b></p> <p>Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>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.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• compliance with clinical procedures and protocols, including uniform and dress code</li> <li>• the use of personal protective equipment</li> <li>• safe procedures for using aseptic techniques</li> <li>• safe disposal of sharps.</li> </ul> <p>Please take due care at work, reporting any accidents, incidents or near misses</p>

	to your line manager and record them on the Datix system.
<b>Equal Opportunities</b>	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.
<b>Confidentiality</b>	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.
<b>Safeguarding</b>	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.
<b>Review</b>	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.
<b>Role Brief Agreement</b>	<p>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.</p> <p><b>Colleague name:</b></p> <p><b>Colleague signature:</b></p> <p><b>Date:</b></p>