

Job Description

Base: The Royal Shrewsbury Hospital

Band: Band 2

Hours: 25.00 hours per week

Accountable to: Nurse Manager

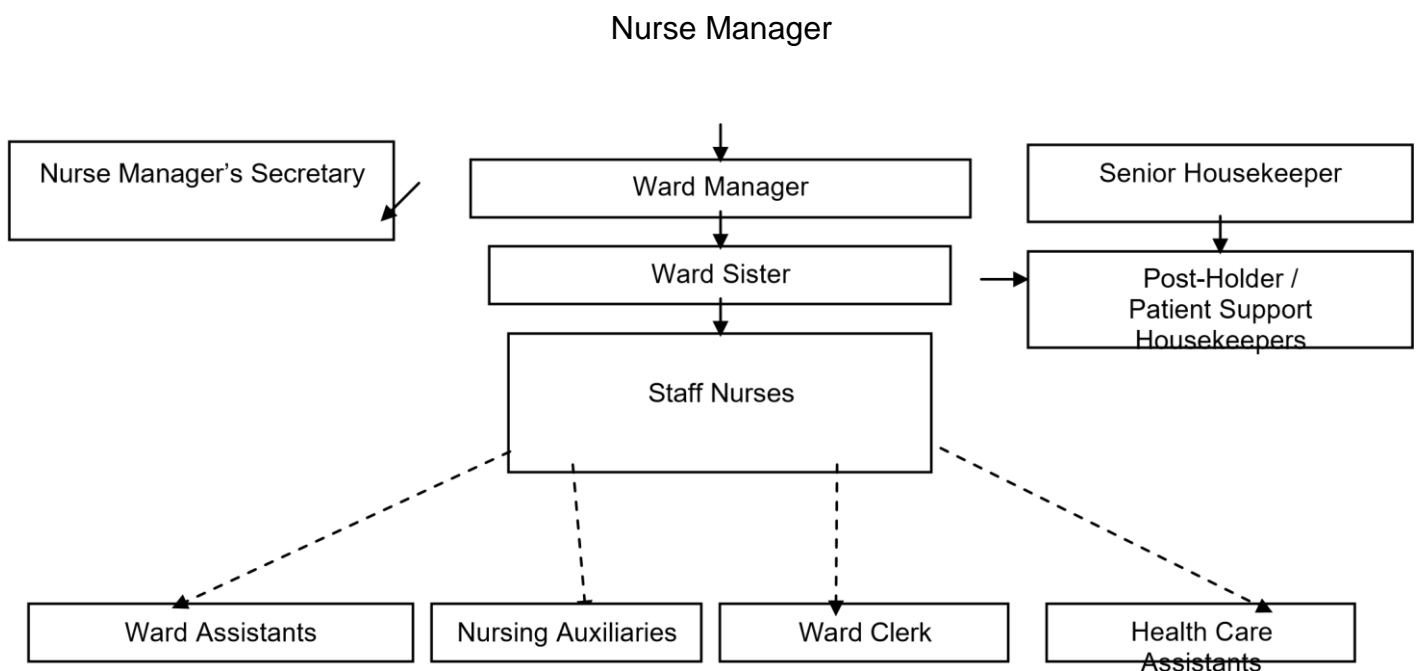
Responsible to: Senior Housekeeper Manager

The post-holder will assist Nursing staff in the delivery of non-clinical patient care. They will ensure tidiness, cleanliness, effective stock control and equipment Senior Housekeeper management.

They will also support the Multi-Disciplinary Team in maintaining a safe ward environment. The post-holder will provide clerical support where necessary and in the absence of the Ward Clerk.

Organisational Chart

Service Delivery Manager



Scope and Range

To work as part of the Ward team, supporting the delivery of non-clinical care. Will liaise with staff in other Trust areas to identify stores or equipment requirements.

Duties and Responsibilities

Information and Communication:

1. Answer the telephone, relay messages accurately and welcome visitors to the ward.
2. Maintain patient confidentiality.
3. Be aware of and support individual, religious and psychological needs.
4. Liaise with other departments as requested.
5. Support patient communication.
6. Fulfil following specific Ward Clerk duties in her absence:
 - Notes filing.
 - Ordering transport.
 - Photocopying discharge summaries and other relevant documents.
 - Maintaining Sema patient information system /ward admission book.
7. Liaise with Senior Housekeeper.
8. Support other members of directorate Housekeeper team.

Contribute to a clean, safe and healthy environment:

1. Maintain general cleanliness and tidiness of department.
2. Maintain safe storage and contribute to cost effective control of medical and surgical supplies within department.
3. Maintain and monitor equipment as 'fit for use' within the department.
4. Report faults as appropriate - liaise with EMBE etc.
5. Monitor bath temperature in bathrooms.
6. Wash and monitor the use of handling equipment (i.e. hoist slings and slide sheets).

7. Check and monitor oxygen and suction points. Ensure equipment is available for use.
8. Fulfil role of Health and Safety Supervisor.
9. Help with giving out of meals/feeding where necessary.
10. Cover adjoining ward when Housekeeper absent.
11. In the absence of 'Patient Support' Housekeeper:
 - Maintain ward kitchen to the required standard of cleanliness.
 - Ensure cleanliness of the kitchen refrigerator including taking daily temperature readings.
 - Ensure cleanliness of beverage trolley.
12. Assist others in Research and Development providing appropriate feedback.
13. Attend appropriate training including annual Statutory training.
14. Participate in the appraisal process.
15. Participate in ward meetings.
16. To be fully conversant with the Trust's Health and Safety policy and appreciate the role within this.
17. To act at all times within the Trust's guidelines, policies and procedures.
18. The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves:

All staff must be aware of infection prevention and control policies, practices and guidelines appropriate for their duties and must follow these at all times to maintain a safe environment for patients, visitors and staff;

All staff must maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;

Any breach of infection control policies is a serious matter which may result in disciplinary action;

All staff have a responsibility to challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

Physical and mental and emotional demands of the post:

Physical	
Moving equipment	Several short periods a day
Moving stores	Several short periods a day
Moving medical notes	Occasional short periods a day

Walking between wards and departments	Frequent short periods a day
Mental effort	
Flexible working within predictable workload	Frequently
Respond to interruptions from colleagues / patients or carers	Frequently
Responding to telephone	Occasionally
Working Conditions	
Verbal / physical aggression from patients or carers	Occasionally

The above job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to agreement between yourself and the person in charge of the ward and deemed by you both to be within your level of competence

Manager	Post Holder
Name	Name
Signature	Signature
Date	Date