

# HOUSEKEEPER

## Candidate Pack



## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- This job helps nurses by supporting patients in non-medical ways.
- You will keep the ward clean, tidy and safe for everyone.
- You will help with storing and checking equipment and supplies.
- You will answer phones, take messages and talk to visitors.
- You may help with paperwork and computer tasks when needed.
- You will follow hospital rules to help stop infections and keep people safe.

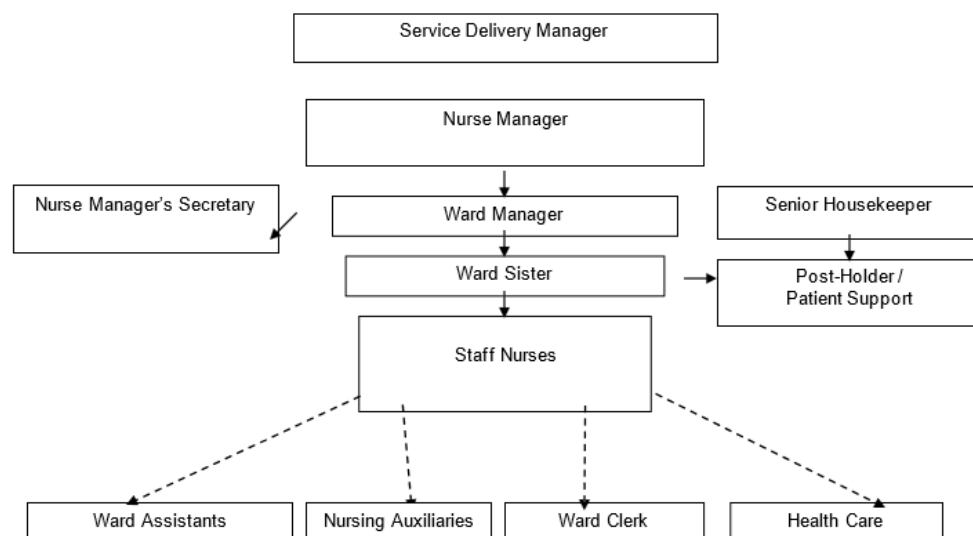
## Job Description

<b>Job title:</b>	Housekeeper
<b>Grade:</b>	2
<b>Site:</b>	The Princess Royal Hospital, Telford
<b>Accountable to:</b>	Senior Housekeeper
<b>DBS required:</b>	Standard

## Job Purpose

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 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



## 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).

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE's (Grade 9 - 4 or equivalent) including literacy, mathematical and numeracy skills</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Ability to work independently as well as in a team.</li> <li>Ability to prioritise and manage own workload.</li> </ul>	



<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Ability to learn new skills</li> </ul>	<ul style="list-style-type: none"> <li>• Basic IT / local hospital administration systems knowledge</li> <li>• Evidence of academic achievement</li> <li>• Stock control</li> <li>• Awareness of Health &amp; Safety Issues</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Enthusiastic</li> <li>• Good Communication and Organisational skills</li> <li>• Professional/ Caring Attitude</li> <li>• Manual Dexterity</li> </ul>	

## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health and 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 (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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 colleagues; 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.

**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** - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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

## **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 Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

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 make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

