



# FACILITIES ENVIRONMENTAL SUPPORT WORKER

INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

<b>Job Title</b>	<b>Facilities Environmental Support Worker</b>
<b>Band</b>	<b>2</b>
<b>Directorate</b>	<b>Facilities</b>
<b>Accountable to</b>	<b>Cleanliness Manager PRH with support from Catering and Portering Management Teams</b>
<b>DBS Required?</b>	<b>Yes</b>

## JOB OVERVIEW

The post holder will be required to work shifts patterns on a two week rota, including early and late shifts and Saturday working. This is a multi-skilled role.

The key responsibilities are to work as part of a team providing high standards of portering, cleanliness and catering duties at Hollinswood House.

The postholder will be expected to follow appropriate procedures and duties which include (but are not limited to) the movement of waste products, the collection and delivery of mail, to assist patients in accessing the Renal Department and the collection/delivery of clinical and non clinical items.

Catering duties will involve supporting the catering service at Hollinswood House.

## **PORTERING**

- To assist patients to and from Renal Department.
- To collect clinical, general and offensive waste from all areas and oversee its disposal safely using appropriate clinical and other waste containers.
- To collect dirty linen and general refuse from all areas, and disposal cupboards and dispose of in the compactor located in the loading bay area. Dirty linen to be loaded into linen cages and placed on the loading bay awaiting collection.
- To collect and deliver mail, stores, equipment and pharmacy fluids to all areas and to be vigilant for suspicious items or packages
- To assist visitors and members of the public with general enquiries and directions and to help and assist Patients and/or visitors who are in need of assistance.
- To provide support to our Clinical teams in the emergency response situations, i.e. attending Cardiac Arrest, medical emergencies and assisting with the safe evacuation of patients in the event of a Fire or similar incident, when called by the hospital bleep system.
- Adhere to standard operating procedures (SOPs) to ensure working safety and within departmental protocols.
- The post holder will be required to work using their own initiative and to be able to accept task

## **CLEANING**

To perform cleaning duties when required which include the following but not limited to:

- General cleaning
- High and low dusting
- Wet and dry mopping – Vacuum Cleaning
- Scrubbing floors with mechanical machine
- Emptying clinical and general waste bins and placing bags in designated areas
- Cleaning and descaling of toilets, taps and showers and sanitary areas
- Isolation cleaning
- UV/HPV decontamination

- To follow cleaning procedures and frequencies.
- To operate mechanical equipment i.e. floor machines, sucking up machines, vacuum cleaner, HPV/UVmachine.
- To co-operate when new methods of work/frequencies of cleaning are introduced following instruction.

- To empty and remove refuse, general and clinical and store a label in
- designated collection points.
- To replenish all disposables, hand towels, toilet rolls, soaps and hand gel.
- To be responsible for reporting all accidents and incidents to the Supervisor.
- To ensure that a clean protective uniform is worn at all times when on duty and to use relevant Personal Protection Equipment in accordance with the policies provided by the Trust and Domestic Department.
- To organise own day to day workload within work scheduling guidelines and departmental service level agreements to ensure all cleaning tasks are completed.
- To take responsibility for the safe storage of all cleaning and disposable items when being used.
- To participate in the training of new members of staff using the buddying system to demonstrate duties and responsibilities
- To participate in trials for cleaning materials, equipment, work methods and frequencies
- To undertake isolation cleaning when required following Infection Control Isolation Policy and Procedures. Isolation cleaning is done by the following two written Infection Control Procedures:
- To work in accordance with the Trusts Policies and Procedures including COSHH, Manual Handling, Health and Safety, Infection Control.

## CATERING

- If required take delivery of food in Compliance to Food Safety regulations and HACCP, to ensure the return all delivery notes, HACCP documentation back to the main catering department at the end of each week.
- If required support the renal department with undertaking catering tasks as per the work schedule ensuring compliance of the Food safety legislation and HACCP.
- To check all HACCP, Food Safety and Health & Safety documentation is accurately completed, implementing corrective actions when needed.
- If required assist in the receipt, rotation and storage of food and none food items taking into consideration the Trust Food Safety Policy and all health and safety policies and safe methods of work.
- Weekly check that the recording of the temperature of fridges are completed and also food items have been checked for use by dates.
- To liaise with Houskeeper and Catering Manager if food requirements for Renal Services need to be amended or reduced, and also to inform main catering department if there has been any shortages to deliveries or the unit has not received their scheduled deliveries.
- To liaise with the Environmental Health Officer and Trusts Hygiene & Compliance Team, where necessary, proactively implementing recommendations to ensure that the Trust fulfils its legal obligations.

## SYSTEMS AND EQUIPMENT

- The post holder is required to use an electronic scanning machine for booking in and out of medical gas cylinders for patient use and for the safe transportation of blood units.
- The post holder may be required to use a hydraulic lifting equipment for various tasks including hydraulic pallet trucks for moving stores and equipment around the site.
- The post holder may be required to operate a high-pressure jet washing machine for the cleaning of general waste trailers and vehicles.
- The postholder should ensure all staff use equipment provided correctly and safely following manual handling and Health & Safety policies.
- To postholder should ensure all staff use the correct cleaning materials with reference to the COSHH regulations.
- To postholder should ensure the correct cleaning of equipment.
- Faulty equipment should be reported to the Estates Department keeping records of faults and repairs

## COMMUNICATION

- The post holder will be required to communicate verbally and face-to-face with members of staff, Nursing Managers, Sisters Nurses and medical staff, patients, relatives and the general public throughout the site.
- To ensure health roster is updated with annual leave and any other absence.
- To communicate daily with line manager.
- To report any accidents or incidents using the datix system
- To ensure efficient working relations are developed and maintained with colleagues in the Department, all wards and departments and service users.

## PHYSICAL DEMANDS

- The post holder will be required to manoeuvre hospital trolleys, wheelchairs, waste bins, linen and stores trolleys.
- The post holder may be required to assist patients in and out of vehicles.
- The post holder may be required to assist Clinical Staff when moving patients on and off trolleys and beds
- The post holder will be required to load and unload general supplies, i.e. furniture, stores and equipment
- Requires the post holder to read/recognise and implement departmental and trust procedures such as COSHH details, Health & Safety etc.
- Moderate bending and stooping will be required when cleaning equipment, fixtures and fittings, floors and equipment and emptying vacuum bags.
- Requires standing on step ladders to hang bay and window curtains if required to support this task

## **MENTAL/EMOTIONAL EFFORT**

- The post holder is required to use an electronic scanning machine for booking in and out of medical gas cylinders for patient use and for the safe transportation of blood units.
- The post holder is required to use a hydraulic lifting equipment for various tasks including hydraulic pallet trucks for moving stores and equipment around the hospital including mortuary lifting (hoist) equipment.
- The post holder is required to operate a high-pressure jet washing machine for the cleaning of general waste trailers and vehicles.
- The role will include exposure to distressing and emotional circumstances, e.g. end of life patients, death, ill patients, critically ill patients etc.
- The post holder is required to use firefighting equipment within the hospital and be able to operate automatic doors within the provided fire safety guidelines of the Trust.
- To be alert for half hour periods when operating machinery, e.g. floor machines.
- To have general awareness and sensory attention through their daily shift.
- To concentrate and respond to interruptions throughout the day, e.g. major floods, spillages, etc.

## **WORK CONDITIONS**

- Required to work throughout the hospital on wards or departments which have temperatures ranging from 22o – 25oC
- Can be busy due to diverse work activity.

## **DECISIONS**

- Work in accordance with Departmental and Trust Policies and Procedures.
- Ensure the implementation of Departmental and Trust Policies and Procedures.



## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



# QUALIFICATIONS

ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> <li>NVQ in Housekeeping or Industrial Cleaning</li> </ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Experience of working within a care sector or similar back ground</li> </ul>	<ul style="list-style-type: none"> <li>A knowledge of Infection, Prevention and Control</li> <li>Knowledge of cleaning products and COSHH</li> </ul>

# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Good literacy skills</li> <li>Ability to communicate with all levels of staff, members of the public and patients</li> <li>Ability to move loads (within Health and Safety guidelines)</li> <li>Ability to follow simple instructions with minimal supervision</li> <li>Ability to determine own workload</li> <li>Able to work under pressure</li> <li>Ability to work as part of a team</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 & 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 AND CYBER SECURITY

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.

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.

## NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.







## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)