

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, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- This role helps keep the hospital ward clean, safe and well organised.
- You will make sure supplies like food, linen and equipment are stocked and in good condition.
- You will support nurses by helping with meals, moving equipment and talking to patients.
- You will attend meetings and share useful information with the team.
- You will follow safety rules and training to protect yourself and others.
- You may sometimes work in emotional or busy situations, always under the guidance of a nurse.

Job Description

Job title:	Housekeeper
Grade:	2
Site:	The Royal Shrewsbury Hospital
Accountable to:	Ward Manager
DBS required:	Standard

JOB PURPOSE

To assist in the smooth running of the ward by promoting a clean and healthy environment.

To be responsible for ensuring adequate stocks of consumables are maintained to meet service requirements and that all equipment within the department is clean and in good working order.

To assist in the transfer of patients and equipment.

The post holder will provide non-clinical support to the unit team carrying out tasks assigned to the individual under the supervision of Registered Nurses on Ward 24/CCU.

The essence of the role is to assist in maintaining a safe and clean working environment for patients and staff, to support the nutritional needs of patients by supporting the ordering and delivery of catering supplies and meals, and to ensure that stocks and supplies are kept at adequate levels within the ward environment.

The post holder will have autonomy in the ordering of stores, the reporting of faults and the initiation of works as required ensuring safe and smooth running of the Ward.

The post holder will attend necessary meetings, feeding back relevant information, action within own scope and share responsibilities with Senior staff to enable them to delegate to the appropriate person.

MAIN DUTIES AND RESPONSIBILITIES

- Responsibility for cleanliness and appropriate storage of all equipment and furnishings and keeping them in a good state of repair.
- To provide support to Ward staff in maintaining a clean environment. Particularly in the event of an acute problem in the absence of a Cleanliness Technician.
- To maintain linen levels, ensuring adequate supply is available, tidy and ready for use.
- To maintain cleanliness and appropriate storage of all equipment and furnishings within the Ward area.
- To ensure that the ward kitchen and kitchenette area of the ward is kept clean, tidy and stocked and that fridge temperatures are monitored daily. Responsibility to return completed forms to Food Hygienist monthly.
- Assisting in the ordering of patient's meals as directed by nursing staff, and assist nursing staff in the giving out of patient meals, drinks and supplements and prepare allowed foods, such as canned soup etc.
- Be holder of Food Handling Certificate or be prepared to attend the course.
- The post holder has the responsibility to ensure that meals/beverages are given out to patients within fixed time frame and ad hoc as the need arises i.e. fetch meal from main kitchen for theatre cases.
- Supply support in non clinical duties in relation to patient needs.
- To maintain medical and surgical supplies, dry goods etc, to pre determined levels and location throughout the ward area, putting away as necessary.
- Responsibility to feedback information from Finance meeting ensuring cost effectiveness of Centralising Stores.
- To ensure that all equipment and supplies are within 'use by' date and used within date order.
- Maintain register of Ward 24 equipment, and trace items on loan, and return loaned items.
- To report any difficulties encountered to Nursing Staff when distributing or collecting meal trays, beverages for patients (e.g. meal not eaten). Including meals not eaten.
- Attend User Group meetings and report back to Ward Sister.

INFORMATION AND COMMUNICATION

- Demonstrate good communication skills with all members of the multidisciplinary team, patients and relatives.
- Answer Ward telephone courteously, relay messages accurately and promptly, answer general enquiries from visitors.
- Responsibility to feed back any current events or introductions from meetings attended that reflect above duties to ensure ward Sister and Ward staff are aware and informed.
- Responsibility to hand out Ward based survey to in patients and collect and collate their responses, feeding back monthly to Sister and Ward staff.
- The post holder needs to have a sound knowledge of computers and have a responsibility to formulate working signage, information etc. pertinent to clear, concise laminated information that is used within the scope of the above to ensure the Unit remains clean and tidy at all times and all information is adequately displayed.

HUMAN RESOURCES

- Be aware of and adhere to Trust policies, procedures and guidelines.
- Attend statutory training sessions.
- Maintain confidentiality at all times.
- Participate in Ward meetings
- Work closely with Ward Staff, catering staff and members of the multidisciplinary team as the need arises.

PERSONAL CONDUCT

- Strictly adhere at all times to the Dress Code Policy.
- Conduct oneself in a manner perceived by others to be appropriate and constructive
- To address personal concerns constructively through appropriate channels.

PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

- The post holder will be required to concentrate on the job in hand and respond to any emergency situations under the direction of a Registered Nurse.
- Under the direction of a Registered Nurse at times the post holder may be expected to work in emotionally draining situations, i.e. death of a patient, unexpected event, in support role non clinical.

WORKING CONDCTIONS

- The post holder may be in contact with patient bodily fluids on a day to day basis, and must use adequate precautions to safe guard their patients, colleagues and themselves.

STATUTORY REQUIREMENTS

- Attend statutory Training sessions including-

Fire Instruction

Safe Handling

Health & Safety

Infection Control

Person Specification

	Essential	Desirable
Qualifications	• Worked to an educational standard that demonstrates an understanding of literacy and • numeracy (GCSE grades 9-4 or equivalent)	
Experience	• Previous experience in service industry. • Computer skills	• Experience in NHS work • To have a basic knowledge of a hospital environment and infection control • Knowledge of Oracle ordering system

Knowledge and skills	• Ability to communicate effectively – face to face /telephone, non verbal and written communication skills • Able to work independently and within a multidisciplinary team. • Ability to work effectively under pressure. • Awareness of the need to respond flexibly to the changing needs of the service. • Able to handle light loads e.g. stock deliveries. • Assist in the transfer of patients and equipment. • Ability to use a computer.	
Other	• Attendance to mandatory training as designated by Trust policy.	

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.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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.

