



## HOUSEKEEPER

### 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

Salary sacrifice schemes for home electronics and bikes

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>Housekeeper</b>
<b>Band</b>	<b>Band 2</b>
<b>Directorate</b>	<b>Ward-Based</b>
<b>Accountable to</b>	<b>Ward Manager</b>
<b>DBS Required?</b>	<b>Yes - Standard</b>

## 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.

# Job Overview

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.

The essence of the role is to assist in maintaining as 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 with in 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 36 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 Conditions

- 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
  - Food Hygiene
  - Safe | Handling
  - Health & Safety
  - Infection Control





## 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>Worked to an educational standard that demonstrates an understanding of literacy and numeracy (GCSE grades 9-4 or equivalent)</li> </ul>	

## EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Previous experience in service industry</li> <li>Computer skills</li> <li>Ability to work independently as well as in a team</li> <li>Ability to prioritise and manage own workload</li> </ul>	<ul style="list-style-type: none"> <li>Basic IT / local hospital administration systems knowledge</li> <li>Stock control</li> <li>Awareness of Health &amp; Safety Issues</li> </ul>

## SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Ability to communicate effectively – face to face /telephone, non verbal and written communication skills</li> <li>Awareness of the need to respond flexibly to the changing needs of the service</li> <li>Ability to learn new skills</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

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

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## 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.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.





## 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