**JOB DESCRIPTION**

**Title: Housekeeper Team Lead (Devizes)**

**Responsible to: General Manager (Devizes)**

**Accountable to: General Manager (Devizes)**

## **PURPOSE OF JOB**

The post holder is responsible for providing supervision to the housekeeping team whilst maintaining a high standard of cleaning within both clinical and non-clinical areas within the hospital. The postholder must operate in line with clearly defined standards and in compliance with corporate and local policies and procedures.

## **Key Objectives of the Post**

* To line manage the housekeeping team whilst adhering to all PPG policies
* To work collaboratively with other team members to ensure high standards of cleanliness are achieved and maintained.
* To promptly report any areas requiring repair to the General Manager.
* To contribute to overall patient satisfaction by providing good customer care in the performance of daily allocated duties.

### Principal Duties and Responsibilities

* To line manage the housekeeping team ensuring they are completing all cleaning to the required standard and performance managing any areas of concern
* To train new staff in the requirements of the role and in the use of products and equipment.
* To carry out regular monthly 121’s and annual PCR’s for all team members
* To ensure that all areas of the hospital are cleaned in accordance with the specification laid down for each room, including timescales, frequency and standards
* To mop, dust and damp wipe all surfaces as appropriate and clean internal glass areas.
* To clean toilet areas including toilet pans, wash basins, floors and wiping walls as necessary.
* To operate buffing/polishing/vacuum/carpeting machinery in accordance with the training provided for each machine.
* To manage the collection of returned laundry and preparing dirty linen for collection
* Maintain daily/weekly/monthly record of areas cleaned, and correctly store records for future review.
* To report all items of faulty equipment to the Team Lead/Hotel Services Manager and ensure their removal from service until repaired.
* To be considerate of patients and carers who may be present when undertaking cleaning duties.
* Ensure Hotel Services manager is made aware of consumable requirements to maintain supply.
* Escalate any non-collections of waste to Hotel Services Manager (Emersons Green)
* Ensure the Health and Safety of staff, colleagues and visitors to the centre, reporting any accidents or incidents via the approved channels using approved documentation.

#### Infection Control

* Recognise that all staff have responsibility as individuals and as part of a team to prevent transmission of infection to patients through failure to adhere to Infection Control policies and guidance.
* Undertake to adhere at all times to Company Infection Control policies and related policies (i.e. Uniform Policy) and best practice and to demonstrate that infection control principles and practices are being used in all aspects of day to day practice.
* Challenge or report appropriately, any aspect of practice, or lack of resources, that inhibits adherence to Infection Control policies and best practice.
* To maintain the colour coded procedures for compliance with infection control requirements.
* To be responsible for the safe removal of clinical waste from clinical areas and to store it safely in the dedicated storage areas. Check clinical areas have closed and appropriately labelled their waste. Ensure clinical waste bags used by the Housekeeping Team are closed and labelled accordance with legislation.

**Clinical Governance**

* To ensure Team Members are given time to complete the Mandatory training to ensure compliance
* To maintain the colour coded procedures for compliance with infection control requirements.
* To be responsible for the safe removal of clinical waste from clinical areas and to store it safely in the dedicated storage areas, this will include closing the bags/boxes and labelling in accordance with legislation, as above.
* To be considerate of patients and carers who may be present when undertaking cleaning duties. To ensure patient/public safety whilst working, using appropriate signage.
* To maintain confidentiality at all times.
* Ensure the Health and Safety of staff, colleagues and visitors to the centre, report any accidents or incidents via the approved channels using approved documentation

**General**

* Comply with the Company Appraisal system and attend an appraisal every year.
* Assist in the recruitment of new staff
* Assist in the orientation and support of new staff to the unit.
* To report all items of faulty equipment to the Hotel Services Manager at Emersons Green
* To maintain security of the hospital whilst working, and when leaving the building at the end of the shift
* To contribute generally to the establishment and development of a quality service
* To have an understanding of the Company policies and procedures and ensure these are adhered to including COSHH, Infection Control, and Health and Safety.
* Take responsibility for undertaking mandatory training as specified and in line with role responsibilities
* To maintain confidentiality at all times.

**Health and Safety**

As an employee of Practice Plus Group, the postholder has a duty under the Health and Safety at Work Act 1974 to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the hospital not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data

only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

This list of duties and responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understood this Job Description

Name of Post holder …………………………………..

Signature …………………………………...

Date …………………………………...

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| **PERSON SPECIFICATION - Housekeeper** |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Good standard of written and spoken English | * Computer literate |
| Experience | * Previous cleaning experience | * Cleaning experience gained in a healthcare environment |
| **Skills and Knowledge** | * Able to carry out written and verbal instructions accurately * Good communication skills * A knowledge of health & safety | * Basic knowledge of Health and Safety and COSHH regulations * Ability to communicate on the telephone * An understanding of infection control |
| Other Factors | * Flexible attitude to working arrangements * Committed to customer care and first class service provision * Ability to work as part of a multidisciplinary team * Adaptable, friendly, polite, courteous and caring * Physically fit to undertake the role |  |

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| **HAZARDS:** | | | | | |
| Laboratory Specimens Proteinacious Dust |  | Clinical Contact with patients |  | Performing exposure prone invasive Procedures |  |
| Blood/Body Fluids | X | Dusty environment | X | VDU Use |  |
| Radiation |  | Challenging Behaviour |  | Manual Handling | X |
| Solvents | X | Driving |  | Noise |  |
| Respiratory Sensiters |  | Food Handling |  | Working in Isolation | X |