

**JOB DESCRIPTION**

**Title: Housekeeper/Catering Assistant**

**Responsible to: Supervisor**

**Accountable to: Head of Nursing**

## **PURPOSE OF JOB**

The post holder is responsible for providing a high standard of cleaning to all clinical and non-clinical areas within the Hospital. The post holder must operate in line with clearly defined standards and in compliance with policies, and procedures. In addition, provide an efficient, high quality dedicated food and beverage service to patients, staff and visitors.

The role may be a full time role (35 hours) or a job share.

**SCOPE OF JOB**

* To ensure that all areas of the designated areas are cleaned in accordance with the specification processes laid down for each area.
* 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 machinery in accordance with the training provided for each machine.
* Maintain daily record of areas cleaned.
* To report all items of faulty equipment to the Supervisor and ensure their removal from service until repaired.
* To maintain security of the department whilst working.
* To contribute generally to the establishment and development of a quality service
* To be involved in all aspects of food and beverage service to patients, staff and visitors at all times.
* Be able to understand and interpret menu content
* To inform staff of any patient who has refused or not eaten much of their meal for onward management
* To act on any dietary requests for additional/alternative food or beverages
* To liaise with the ward staff regarding any patient requirements, i.e. nil by mouth, allergies, food requirements
* To report any dissatisfaction regarding the hospitality service to the Supervisor
* Operate kitchen equipment in accordance with the training provided for each machine
* Undertake simple food preparation e.g. various salads, sandwiches, baguettes, garnishes etc
* To assist in the smooth operation of either the ward kitchen when on shift

**GENERAL**

* Comply with the Company Appraisal system and attend an appraisal every year
* Ensure updated mandatory training requirements are met
* Undertake specific food hygiene and cleaning training and competencies
* Assist in the orientation and support of new staff to the unit
* Comply with all current food hygiene legislation
* Maintain food temperature control records in accordance with specified requirements
* Maintain routine food and beverage temperature records as requested.
* To provide refreshments for staff meetings and visitors as required
* To be flexible in terms of shifts and allocation of job role for the day i.e. catering versus cleaning

**Health and Safety**

As an employee of Practice Plus Group Ltd, 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 authorised persons or organisations as instructed.

This list of duties and responsibilities is by 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 understand this Job Description

Name of Postholder …………………………………..

Signature …………………………………...

Date …………………………………...

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| **PERSON SPECIFICATION – Housekeeper/Catering Assistant** |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Good standard of written and spoken English * Previous customer service experience | * Computer literate * Basic Food Hygiene certificate or willingness to work towards |
| Experience | * Previous cleaning experience * Experience of working in a team * Experience of providing a customer focussed service | * Cleaning experience gained in a healthcare environment * Experience gained in a healthcare environment * Experience of working in a kitchen |
| **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 | X | Working in Isolation | X |