

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Domestic Assistant
GRADE	1
HOURS OF DUTY	Specific to the needs of the hospice area being worked in. Domestic Assistants provide an overall service to the hospice from Monday to Saturday between 6.30am and 6.30pm and on Sundays and bank holidays between 8am and 6.30pm.
REPORTS TO	Domestic Team leader
KEY RELATIONSHIPS	Domestic Team Leader, Facilities Manager, Catering Staff, Estates Staff, Ward Volunteers, Nursing staff. Director of Corporate Services, Executive Team, Medical Staff, Heads of Department, Staff at all levels in the Organisation, Volunteers,
RESPONSIBLE FOR	

JOB SUMMARY

Under the direction of the Domestic Team leader, to provide a domestic service comprising cleaning, laundry, patient meal and beverage services

MAIN DUTIES AND RESPONSIBILITIES

Cleaning

- To provide a cleaning service to all areas of the Hospice. These include patient Areas, all staff areas and the Pepperell Education Centre
- To follow carefully and thoroughly, detailed cleaning schedules and infection control procedures using the Microfibre method of cleaning
- When working in patient areas, be sensitive to the needs of patients, relatives, nursing and medical staff if asked to delay cleaning
- To undertake deep cleaning of specific rooms and areas including removing and replacing curtains and other items in accordance with Working at Height Regulations
- To use cleaning materials as per instructions and ensure domestic store cupboards are stocked and secured at the end of the shift
- To ensure procedures and timescales for both clinical and non clinical waste storage and removal is followed carefully

MAIN DUTIES AND RESPONSIBILITIES Cont'd...

Laundry

- To assist with the washing and drying of patients' personal clothing and hospice linen, curtains and towels as required
- To operate washing and drying equipment in the Hospice's laundry following specific instructions for the items being laundered
- To assist with the checking in and storage of contract linen
- Report any equipment or other laundry related problems to the Domestic Team Leader

Patient meal and beverage service

- Work with volunteer staff and follow procedure for obtaining and delivering patients' meal and drink choices at defined times during the course of each day. Return used crockery etc. to the hospice kitchen. Carry out any other associated duties
- If patients need help to eat or drink, ensure the nursing staff are advised immediately
- Give guidance to volunteer staff as required
- Attend training to obtain and maintain Basic Food Hygiene certificate

General

- Use tact, sensitivity and discretion when working near patients, relatives and their visitors
- Advise the Domestic Team Leader of any difficulties or issues arising
- Carry out other tasks as identified by the Domestic Team Leader
- Attend mandatory training annually and other service specific training as may be required
- Work flexibly to meet the Hospice's needs
- Attend quarterly Domestic Team meetings
- The role may change as the post develops, but only with discussion between the Domestic Team Leader and the post holder

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

Domestic Assistant jd 14.12.16

PERSON SPECIFICATION

Domestic Assistant

E = ESSENTIAL	D = DESIRABLE
Education & Training	
<input type="checkbox"/> Food Hygiene certificate	D
Skills/Abilities/Knowledge	
<input type="checkbox"/> Able to carry out manual activity	E
<input type="checkbox"/> Able to work required shifts	E
<input type="checkbox"/> Able to work flexibly	E
<input type="checkbox"/> Able to carry out detailed work to a high standard	E
<input type="checkbox"/> Ability to follow instructions	E
<input type="checkbox"/> Ability to communicate clearly and tactfully	E
<input type="checkbox"/> Ability to count and read	E
<input type="checkbox"/> Ability to work alone and in a team	E
Experience	
<input type="checkbox"/> Has carried out detailed procedures	E
<input type="checkbox"/> Has met deadlines	E
<input type="checkbox"/> Has maintained confidentiality	E
<input type="checkbox"/> Has understanding of infection prevention	D
<input type="checkbox"/> Has worked near frail patients/looked after very sick person	D
<input type="checkbox"/> Has worked with the general public	D
<input type="checkbox"/> Has cleaned premises in a domestic or commercial situation	E
<input type="checkbox"/> Has served food to frail/elderly people	D