**BENENDEN HOSPITAL TRUST JOB DESCRIPTION**

**Job Title and Band:** Band 1 Housekeeper

**Key Responsibilities**
- Implement high standards of housekeeping and customer service for patients, visitors and other hospital procedures
- Work flexibly within the department, according to competency and skills

**Where does role fit in organisation?**
Reports to the Support Services Manager – Soft FM
Member of the Housekeeping team within Support Services Department with strong links to clinical areas

**Boundaries of role**
- The postholder will follow standard operating policies and procedures of work however they are expected to use their initiate and make decisions regarding prioritising their own workload to deliver the role effectively.
- Undertake a limited range of routine work procedures which may require the use of initiative, such as changing linen, clearing away used items, arranging for spillages to be cleared away immediately, deep cleaning in some areas as directed, safely use chemicals in accordance with hospital policy. The postholder should be capable of, and have knowledge of, covering all housekeeping roles
- All routine work procedures to be undertaken in line with hospital standards and the Department’s Infection Control policies. You should be familiar with your responsibilities as required by these standards and policies and will undertake all necessary training to meet the requirements
- Other routine duties will include occasioning assisting with the catering team, helping to organise and prepare required working areas for continued safe use at all times, assisting with setting up and clearing away of equipment and other items under supervision of senior colleagues, and disposing of all waste in accordance with local Policy
- Communicate with other staff members, verbally and in writing as and when required, concerning mainly routine information
- There will be a frequent requirement for moderate physical exertion for short periods, sometimes with a need for occasional hard exertion, for instance, assisting with moving equipment
- The role is likely to have predictable work patterns though with frequent interruptions.
- The post holder will perform other duties appropriate to the post as may be required from time to time by the Support Services Manager or senior managers or their deputies.

**SPECIFIC ROLE REQUIREMENTS**

The postholder will be required to work shifts which may include nights, weekends and bank holidays.

**Proven Knowledge, Training and Experience**
- Educated to GCSE level or equivalent experience
- BICSc Certificate (or equivalent)
- Housekeeping experience
Proven ability to undertake multiple tasks under pressure

**Skills & Competencies**
- Effective verbal communication using tact and diplomacy
- Excellent written skills
- IT literate
- Strong patient-centred approach

**Personal Attributes**
- Methodical in approach and pays attention to detail
- Organised
- Flexible and adaptable

**Measuring Performance**
The postholder is expected to be familiar with, and work in line with, the hospital's Values.

Performance will be measured against the specific objectives and targets and “Values-led” behaviours as identified and agreed within the Performance & Development Review (PDR) process.

**STANDARD ROLE REQUIREMENTS**

**Mandatory Training Requirements**
The postholder is required to attend an annual mandatory training day, to include a regular update on fire safety, infection control, manual handling, information security, risk awareness and, where necessary, life support.

**Health & Safety**
The postholder will be required to observe the hospital's safety policies, made under the Health & Safety at Work Act 1974. He/she will take due care at work and report any accidents or untoward occurrences and co-operate with the hospital in relation to Health & Safety issues.

The hospital operates a "No Smoking" Policy.

Benenden hospital and its Management Board are committed to having a safe and clean hospital and preventing infection wherever possible. The postholder has a personal obligation to act to reduce ‘healthcare-associated infections’ (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the hospital's Infection Control Policies and support initiatives to meet the Hygiene Code. This includes particularly those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment, safe procedures for using aseptic techniques and safe disposal of sharps. The postholder will report any known infections to the Governance Team and any incidents through the hospital’s Incident Reporting Policy.

**Confidentiality**
The postholder will be exposed to sensitive personal data as part of their role and must at all times ensure that all data is kept confidential and that it is only made available to those people who are authorised to access it. There are hospital policies relating to information security, confidentiality and data protection which define responsibilities. It is the postholder’s responsibility to ensure that they read all appropriate policies and are aware of their responsibilities. Any data breach will be subject to the disciplinary process which may result in dismissal.

**Safeguarding Vulnerable Groups**
Employees who come in to contact with vulnerable adults or children and their parents during the course of their normal duties will be aware of their responsibility to safeguard and promote the welfare of children, young adults and vulnerable adults.

**Equality and Diversity**
It is the responsibility of every staff member to understand the hospital’s equality and diversity commitments and statutory obligations under the current equality legislation including the Equality Act
2010. The postholder will value people as individuals and treat everyone with dignity and respect, in line with the hospital’s Values. The postholder will be familiar with the Equality and Diversity Policy, and will report behaviour that undermines equality within the hospital.

**Legislation**
The postholder will be required to observe current legislation including for example Data Protection Act, Human Rights Act, Friendly Societies’ Act, Equal Opportunities, Freedom of Information Act, Bribery Act etc.

**Fraud**
The hospital requires honesty and integrity from staff and Officers. Hospital staff are expected to abide by the benenden society’s Fraud Policy, as stated in Section 20 of the Standing Financial Instructions. This Policy clearly states the Society’s position regarding fraud, theft and corruption. Furthermore the Society's Whistleblowing Policy sets out guidance regarding the reporting of suspected malpractice.

**Business Risk Awareness**
The post-holder will be required to identify and assess risks to the achievement of individual, departmental and organisational business objectives. He/she will report, control and monitor these risks at a level appropriate to the role.

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<td>I hereby understand, acknowledge and accept the content of this job description I also understand that this document forms part of the terms and conditions of my employment with the hospital.</td>
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