

Isle of Man Department of Health and Social Care

Job Description

Job Title:

Reports to:

Housekeeper

Accountable to:

Support Services Supervisors

Grade:

Support Services Manager

Grade 3/4

Job Summary:

Pay Band 1

The post holder will be responsible for:

- Keeping the areas clean in accordance with agreed cleaning schedules.
- Working in partnership with the Core Team, ensure that patients nutritional needs are met.
- Ensuring that the environment is properly maintained.

Main Duties and Responsibilities:

1. Nutrition

In relation to nutrition, the housekeeper will:

- Assist nursing staff in communicating to the catering department the daily meal orders.
- Ensure that the Ward is adequately stocked with basic food provisions.
- Ensure that the Ward has adequate stock of crockery and cutlery.
- Ensure that drinks machines in various Wards are adequately stocked, cleaned and refilled.
- Regenerate chilled food according to the agreed procedures.
- Set up meal trays for patients, prepare snack items and serve all meals and beverages to patients with the assistance of nursing staff.
- In conjunction with nursing staff collect all dirty crockery and cutlery from patients and wash in the dishwasher on the Ward.
- Clean and prepare water jugs through the day.
- Prepare light snacks for patients, including salads / sandwiches / toast, etc.
- Cut / portion and serve food.
- Clean fridge and ensure all food is in date, dispose of out of date food in accordance with Hospital food policy.
- Keep kitchen clean and tidy to the standard required.

2. Cleaning

In relation to cleaning, the housekeeper will:

- Maintain the agreed cleaning standards including patient areas, clinical areas, patient lounges, bathrooms, toilets and all fixtures and fittings.
- Carry out spot cleaning and clean spillages.
- Work with the nursing team to keep the ward clean and tidy.

- Clean internal glass. Routinely clean beds, bed frames, lockers, chairs and patients' bed tables.
- Empty all bins.
- Replenish soap, hand towels, toilet paper etc., as necessary.
- Arrange fresh flowers remove dead flowers, and refill vases with clean water as necessary.
- Following training, clean specialist clinical equipment.

3. Training

- In negotiation with Ward ensure mandatory training is completed and updated in line with Hospital policy.
- Attend other in service training as required.
- Attend the mandatory Housekeeper Training programme prior to commencing unsupervised work.
- Participate in the process of self-evaluation and individual performance review with Ward Manager on an annual basis.

4. Health and Safety

- Adhere to the Hospital Uniform Policy at all times.
- Be aware and comply with the Health and Safety at Work Act, and the Department of Health and Social Security Health and Safety Policies.
- Take reasonable care for own Health, Safety and welfare, and that of anyone who may be affected by any acts and omissions on the post holder's behalf.
- Co-operate with employers and safety representatives on all aspects of Health, Safety and Welfare.
- Assist in the maintenance of a safe environment by adhering to the principles of cross infection prevention, ensuring general tidiness of the area.
- Report accidents, incidents and near misses and security concerns without any delay as per policy to the Domestic Supervisors.
- Use, clean, store, transport and maintain all equipment appropriately and safely.
- Report all known defects in equipment to line the Domestic Supervisors as soon as practicable.

5. Clinical Governance

- Establish and maintain caring relationships with patients and their carers and report any complaints conveyed to you to the Domestic Supervisors.
- Maintain good working relationships with all members of the Core team.
- Communicate appropriately and promptly any changes observed in patients' condition.
- Ensure safe practice and a quality service by working within agreed policies, procedures, standards and strategies.
- Maintain confidentiality, and have regard for patients' privacy, dignity and rights.

6. General Responsibilities

- In conjunction with other members of the Department team ensure that stores and supplies are maintained at locally agreed levels, rotated properly and used economically.
- Participate in Ward meetings.
- Dress and conduct should be of a standard which promotes patient and public confidence in the ability of the individual and the service as a whole.

This document describes the core duties of the post holder. It is intended to be a guide and not a rigid inflexible specification. The employee is to share with the employer the responsibility for suggestions to alter the scope of duties to improve the working situation. This job description will be reviewed to reflect the future requirements of the nursing service.

I acknowledge receipt of and have read this job description relating to my employment.

EMPLOYEE'S SIGNATURE

DATE

PRINT NAME

**Department of Health and Social
Care**

Person Specification

Post:	Housekeeper
Department:	Department of Health and Social Security, Health Services Division, Noble's Hospital, Support Services
Job Summary:	Responsibility to domestic supervisors, to provide a high standard of cleanliness in wards/depts within Noble's hospital

ATTRIBUTES	Essential or Desirable	METHOD OF ASSESSMENT
QUALIFICATIONS		
Willingness to undertake training required	E	Application Form/Interview
Basic food hygiene	D	Application Form
Regen oven	D	Application Form
KNOWLEDGE & EXPERIENCE		
Previous experience of hospital work	D	Application Form/Interview
Experience working within a housekeeping/domestic role	D	Application Form/Interview
SKILLS & ABILITIES		
Good written and verbal communication skills	E	Application Form/Interview
Ability to work without supervision	E	Interview
Ability to work as part of a team	E	Interview
Flexibility and adaptability	E	Interview
Good organisational skills	E	Interview
Awareness of confidentiality	E	Interview
PERSONAL ATTRIBUTES		
Cheerful friendly disposition	E	Interview
Reliable and committed	E	Interview
Ability to work under pressure	E	Interview

OTHER RELEVANT REQUIREMENTS		
Able to work on a Rota system which can include bank holidays and weekends	E	Interview
Driving licence	D	Application Form
Satisfactory police check	E	Pre-employment Check
Isle of Man worker	D	Application Form