

JOB DESCRIPTION AND PERSON SPECIFICATION FOR AGENDA FOR CHANGE BAND	Facilities Assistant
HOURS AND DURATION	2
AGENDA FOR CHANGE REFERENCE NUMBER	As specified in the job advertisement and the Contract of Employment
DBS LEVEL	3355
REPORTS TO	Standard DBS
ACCOUNTABLE TO	Facilities Supervisor
LOCATION	Facilities Co-ordinator
JOB SUMMARY	<p>The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements.</p> <p>The Facilities Assistant is a multi-skilled role which will provide an effective, patient-focused Facilities Service (FM) in the delivery of cleaning, portering and catering.</p> <p>Duties will include the preparation and regeneration of patient meals at ward level on a daily basis but will also involve providing an effective, patient-focused cleaning and domestic service, to meet NHS cleanliness standards as a minimum within designated patient / non-patient areas within the Trust.</p> <p>The postholder will also be responsible for the provision of appropriate portering services including transportation of linen cages, waste bins / carts in and around hospital environments and patient moves (reception to department or department to department)</p> <p>This role will require the individual to rotate between their responsibilities as required.</p> <p>The postholder will observe confidentiality of patients and communicate and liaise effectively with work Colleagues, Managers and with Clinical Teams accordance with Trust values.</p> <p>The post holder will maintain, at all times, a high standard of personal hygiene and presentation and to assist in the maintenance of good hygiene practices within the department. Other duties may be reasonably required by the Facilities Co-ordinator</p> <p>Uniform, as provided, must be worn at all times in the hospital environment and must not be worn to and from work.</p>

MAIN DUTIES AND RESPONSIBILITIES:

1. To demonstrate the Trust's values in everything you do in the work environment and live up to LPT's Leadership Behaviours
2. To be responsible in the use and expenditure of the Trust's resources that you utilise
 - 2.1. Check stock deliveries into the catering department and complete the appropriate documentation.
 - 2.2. Ensure stock is dated and stock rotation procedures are observed.
 - 2.3. Promote and maintain point of sale, e.g counter and vending machines
 - 2.4. Undertake all aspects of the Cash handling process
3. Delivery of Effective Healthcare within the organisation
 - 3.1. To adhere to written procedures for check cleaning, damp dusting, damp mopping, full cleaning, periodic cleaning, spray cleaning and steam cleaning
 - 3.2. Carrying out daily duties as instructed by the Facilities Supervisor
 - 3.3. Ensure efficient, high quality cleaning services are provided within designated timescales to meet the required standards of cleanliness in an agreed area
 - 3.4. The post holder will provide a ward food service staff restaurant under the guidance of supervisors to patients / restaurant within the hospital
4. Establishing Effective Leadership and Communication
 - 4.1. To liaise with the Trust's clinical and operational teams during the course of the post holder's duties
 - 4.2. Maintain good relations with colleagues and other staff throughout locality.
 - 4.3. To observe confidentiality of patients and employing Trust's business at all times
 - 4.4. Co-operate and follow instructions when new cleaning methods/ frequencies or equipment are introduced.
 - 4.5. Assist with on the job training of new employees as required by promoting good practice and adhering to safe systems of work
 - 4.6. To support the reception role when required.
 - 4.7. Sorting of post and delivery and collection to other sites
5. Continuing Education, Professional and Personal Development
 - 5.1. Undertake the Trust's corporate and local induction, and maintain your learning and compliance with training requirements for your role
 - 5.2. Participate in supervision via agreed review and appraisal mechanisms
 - 5.3. It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development.
6. Clinical Governance, Reduction of Risk, Audit and Research
 - 6.1. Ensure that food products are correctly re-generated according to instruction.
 - 6.2. Taking and recording of food temperatures and seeking further instruction where these are outside appropriate temperature limits
 - 6.3. Observes the quality control procedure within the catering department.
 - 6.4. To report any accident, untoward incident or loss relating to staff, patients or visitors according to Trust policies.
 - 6.5. Ensure compliance with all legislation relating to risk management and security
 - 6.6. Ensure compliance with all legislation relating to food safety management
 - 6.7. To comply with Hygiene and Food Safety Legislation

- 6.8. Conveyance and movement of patients by wheelchair, trolley, bed etc. including assisting clinical staff to reduce risk
- 6.9. Movement of deceased persons complying with Trust Policies and Procedures
- 6.10. To ensure all waste is collected, transported and disposed of in accordance with Trust Policies and procedures and current legislation.

7. Management and use of Resources and Information

- 7.1. Responsibility for the ward kitchen/regeneration area ensuring high standards of cleanliness are maintained adhering to Trust policies and procedures
- 7.2. Deliver clean linen to all wards using trolleys/ electric vehicles/tugs
- 7.3. Collect dirty linen from all wards & departments using trolleys/electric vehicle/tugs
- 7.4. Collect and clean wheelchairs, trolley's & beds across site
- 7.5. All records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner

8. Operating with Quality in everything you do and Maintaining a Safe Environment

COMMUNICATION AND WORKING RELATIONSHIPS

- The postholder will ensure accurate and open communication with a range of organisations and individuals
- Gaining co-operation from staff and contractors in progressing works, tasks and projects
- To provide and receive routine information, orally and electronically
- Liaise with E&F colleagues Managers on a regular basis to ensure that information held is accurate and reflects developments.
- Development of relationships with all customers to ensure and promote trust and confidence which will be of significant value when giving advice in areas of responsibility.

ENVIRONMENTAL FACTORS

9. Physical Effort

- 9.1. The tasks for this post include the bending, reaching, pushing & pulling and also lifting when moving equipment and furniture. Staff will sometimes work in environments that may be hot, cold, wet and noisy depending on the individual task

10. Mental Effort

- 10.1. Concentration required when reviewing information, dealing with queries or escalations

11. Emotional Effort

- 11.1. Will be exposed to distressing and emotional circumstances around very ill patients and will be required to be sensitive and aware throughout their shift and able to adjust working patterns to accommodate interruptions e.g. consultants rounds, patients mealtimes etc

12. Working Conditions

- 12.1. Requirement to work medium periods of time as lone workers
- 12.2. Frequent unpleasant conditions; dust and dirt on site

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.

Our Pledge

"We are LPT; a values based Trust that delivers high quality integrated health and social care developed around the needs of our local people, families and communities. We want LPT to be a great place to work, where we have a culture of continuous improvement and recognition and where collective leadership empowers high performing, innovative teams." – **Dr Peter Miller, Chief Executive**

Our pledge reflects our values and has been developed with staff and staff side representatives to make clear the expectations we have of each other in order for us all to deliver high quality, patient-centred care which is at the heart of everything we do.

As a **staff member** I will...

- Commit to doing the best I can
- Be loyal to and supportive of my organisation
- Be a team player
- Willingly share my ideas, knowledge and experience
- Continue to improve myself and my service for the benefit of our service users
- Be flexible and adaptable in my work
- Maintain high quality and high standards
- Embrace diversity and the richness it brings
- Take ownership of my work and be held accountable

As an **organisation** we will...

- Provide opportunities for development and career progression
- Appreciate and recognise your contribution to our Trust
- Provide a safe and secure working environment
- Promote a culture that provides a happy and friendly work place for you and your team
- Give you the tools to do your job
- Support you to maintain a healthy work/life balance
- Listen to your views to inform our decision making
- Communicate with you in an honest, open and timely way

As a **manager/leader** I will...

- Inspire a shared purpose and provide clarity of expectations
- Be visible, accessible and approachable
- Be supportive, open, honest and transparent
- Listen, hear and give a voice to all
- Value and celebrate the successes of my team and individuals
- Promote health and wellbeing within my team
- Give my staff freedom to act and encourage collective leadership



Chair:
Cathy Ellis



Chief Executive:
Dr. Peter Miller

ADDITIONAL INFORMATION

The NHS is in a period of continuing change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes, subject to consultation, at any time throughout the duration of their contract.

MOBILITY

The person specification for the role will detail the mobility requirements of the post. However, employees may be required to work at any of the other sites within the organisation subject to consultation.

POLICIES AND PROCEDURES

All staff should comply with the Trust's Policies and Procedures. It is the employee's responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements

SAFEGUARDING CHILDREN AND ADULTS

The Trust takes the issues of Safeguarding Children and Adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by adhering to all relevant national and local policies, procedures, practice guidance and professional codes; promptly reporting any concerns to the appropriate authority in line with safeguarding policy and guidance; attending mandatory training on Safeguarding children and adults; being familiar with individual and the Trust's requirements under relevant legislation.

MENTAL CAPACITY ACT

All clinical staff will be aware of their responsibilities under the Mental capacity Act and will ensure that assessment for Deprivation of Liberty Safeguards is in place for any patient that is deemed to lack capacity to consent to their care and treatment.

MAKING EVERY CONTACT COUNT

All staff are positively encouraged to contribute to improving health for themselves, their patients, service users and colleagues. This happens when, in everyday contact, the opportunity is taken to raise the subject of choosing better health by stopping smoking, reducing alcohol intake, eating more healthily and becoming more active. The Trust's Making Every Contact Count programme has further information.

HEALTH AND SAFETY

It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times. Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description. All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.

- To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirement of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare

These duties apply to all staff whenever and wherever they are engaged on Trust business.

DATA PROTECTION

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully and in a transparent way, for the specific, explicit and legitimate purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and requests for personal information.

The post holder must be familiar with and comply with the General Data Protection Regulation and Data Protection Act 2018.

Personal Data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- Adequate, relevant and limited to what is necessary
- Accurate and where necessary, kept up-to-date
- Kept in a form which permits identification of data subjects for no longer that is necessary for the purposes which it is processed
- Processed in manner that ensures appropriate security, including protection against unauthorised or unlawful processing and accidental loss, destruction or damage

CONFIDENTIALITY

The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis.

Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and service users, as well as individual staff records. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. In addition, staff must not access personal information unless authorised to do so as part of their role.

Due to the importance that the organisation attaches to confidentiality, disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

With the increased use of information technology and e-communications, staff should also be aware that safe guards are in place to protect the privacy of individuals when using these mechanism, both inside and outside of work. This includes the use of social media i.e. Facebook, Twitter, Snapchat etc. Where privacy is breached disciplinary action will be considered.

All employees should be mindful of the seven Caldicott principles when dealing with person identifiable information.

1. Justify the purposes of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need to know basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law

7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

EQUALITY AND DIVERSITY

We aim to design and provide services and employment practices that meet the diverse needs of our service users and staff, ensuring that none are placed at a disadvantage over others. You will be expected to take into account the provisions of the Equality Act 2010 to advancing equal opportunity. You must act in your role to ensure that no one receives less favourable treatment due to their protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

In carrying out its functions, you must have due regard to the different needs of different protected equality groups in their area.

INFECTION CONTROL

All employees have a responsibility to protect from infection themselves and other people, whether they be patients, other staff or visitors, as well as making all reasonable effort to reduce or prevent the risk of infection in their working environment. All staff have a duty to make themselves familiar with and comply with Infection Prevention and Control Policies and Procedures, carry out duties required by legislation such as the Health and social care Act 2008 (updated 2015) (and subsequent legislation), and to attend mandatory training relating to infection prevention and control.

COUNTER FRAUD

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.

SMOKING AT WORK

The Trust has a "Smoke Free Policy", which applies to:

- All persons present in or on any of the Trust grounds and premises
- All persons travelling in Trust owned vehicles (including lease cars) whilst on official business.
- Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business.
- When wearing an NHS uniform.

ELECTRONIC ROSTERING

'Our Electronic Rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively; all LPT staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role'.

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
Demonstrates a commitment to the Trust's Values					
1.1 Compassion	3		X		
1.2 Trust	3		X		
1.3 Respect	3		X		
1.4 Integrity	3		X		
Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated)					
2.1 General education to GCSE level or equivalent including English, Maths	3	X			
2.2 Able to understand verbal and written instruction	3	X	X		
2.3 Basic Food Hygiene Level 2	3	X	X		
2.4 NVQ level 2 equivalent experience or willingness to work towards NVQ accreditation in customer services.	1	X	X		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
Knowledge and Skills					
3.1 Ability to prioritise and complete a number of tasks to meet a standard within a timeframe	3		X		
3.2 Knowledge of Health & Safety requirements and their own responsibility in this area	3		X		
3.3 Understands the importance of environmental hygiene and its impact on the safety and wellbeing of patients, visitors and staff	3		X		
3.4 Requirement to attend Corporate, and local induction including the completion of all mandatory training and annual refresher training	3		X		
3.5 Requirement to undertake departmental job training including the operation of equipment and safe use of cleaning materials which allows flexibility within all areas of facilities.	3		X		
3.6 Demonstrates ability to work as part of a team or autonomously and experience of the different aspects between the two types of working	3		X		
3.7 Able to maintain set standards for a high level of food services	3		X		
3.8 Manual handling skills	3		X		
Experience (both work and 'life' related)					
4.1 Experience of working in a restaurant environment.	3		X		
4.2 Planning and organisation of daily / weekly work tasks/activities.	3		X		
4.3 Awareness of safe working practices	3		X		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
4.4 Understand how to prevent the spread of infections.	3		X		
4.5 Good personal hygiene practices	3		X		
4.6 Ability to communicate effectively	3		X		
4.7 Ability to manage own workload	3		X		
4.8 Demonstrate good customer service skills	3		X		
4.9 Experience of serving food and beverages on a tray service	1		X		
4.10 Working within tight portion controls	1		X		
4.11 Experience of using cleaning materials and equipment	3		X		
4.12 Experience of using industrial equipment/machinery	1		X		
4.13 Experience with COSHH and HACCP	3		X		
4.14 Knowledge of IPC process within a Catering Hospital Service	3		X		
4.15 Previous experience of working in the hospital/health care environment	1		X		
Personal Attributes					
5.1 Flexible approach to work e.g. may be required to move to a new task / area prior to completing of current work task/area	3		X		
5.2 Moderate physical abilities required to carry out this post	3		X		
5.3 Ability to cope with highly unpleasant conditions, i.e. behaviour, environment etc.	3		X		
5.4 Ability to concentrate despite numerous interruptions	3		X		
5.5 Self-motivated being able to organise own workload in a	3		X		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
constantly changing and demanding environment					
Standard Requirements					
Commitment to Equality & Valuing Diversity Principles	3	X	X		
Understanding of Confidentiality & Data Protection	3	X	X		
Understanding of the service users of the Trust (which could include lived experience of conditions the Trust deals with or of receiving services relevant to those the Trust provides)	3	X	X		
Mobility This will either be not applicable or own transport or suitable alternative. Dependence on public transport is not suitable for this role		You must demonstrate how you would meet the stated mobility requirement on your application form			