



Royal Hospital for Neuro-disability Job Description

Job title:	Domestic Assistant
Department:	Domestic Services
Salary grade:	Ancillary
Responsible to:	Domestic Services Supervisor
Behavioural Framework:	Employee

Scope

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

The Domestic Services Department plays a vital role in support of the above by maintaining a pleasant, hygienic and comfortable environment for patients via the provision of high quality domestic services.

The department provides a cleaning service to wards, departments, communal areas and staff residences as well as providing an internal postal and a central wash up service. It employs approximately 45 members of staff through the combination of permanent, bank and agency domestic staff.

Additionally, a housekeeping service is provided at ward level via the employment of Ward Technicians who are responsible for the provision of food and beverage, kitchen hygiene and clean laundry distribution services.

Main Objectives of the role –

1. To assist with maintaining a clean, safe and comfortable environment that ensures a positive experience for service users and reflects the values of the organisation.
2. To assist with the delivery of a high standard and effective cleaning service and maintaining hygiene standards within wards and departments across the hospital.
3. To work in accordance with the Hospital's Infection Control policy and assist with the delivery of special (barrier) cleaning as required.
4. To be responsible for the safe storage and maintenance of domestic services stock and supplies and to ensure that these are available within the designated area of work.

Key Responsibilities

1. Clean specific areas in line with training given and in accordance with approved methods, standards and frequencies.
2. Work in accordance with the day to day tasks and activities, as delegated.
3. Safely utilise mechanical and electrical cleaning equipment following appropriate training and to be responsible for cleaning domestic services equipment after use.
4. Work to prevent the spread of infection by following RHN colour code systems.
5. Ensure that cleaning cupboards are locked and secured every time they are not in use and to be responsible for the security of keys issued to these areas.
6. Ensure compliance with mandatory training and attend other relevant training, as directed.
7. Ensure compliance with relevant hospital policies and procedures.
8. Report accidents and near misses or unsafe situations, so appropriate action can be taken.
9. Treat patients, visitors and staff with dignity and respect.
10. Undertake any other duties appropriate to the role / as requested by line management.

Person specification: Essential and Desirable

1. Able to contribute to Domestic Service / organisational aims and objectives.
2. Able to engage with the RHN IPR process that identifies own personal and development training needs.
3. Able to conduct self in a professional manner towards all service users and management.
4. Understand the importance of ensuring confidentiality at all times in accordance with data protection, Hospital policy and good practice.
5. Be reliable, willing and conscientious and have the ability to work flexibly either individually or as part of a team.
6. Be experienced in or able to demonstrate a good understanding of excellent customer service, together with good verbal communication and interpersonal skills.
7. Be punctual / a good timekeeper.
8. Be able to problem solve with support / use own initiative.
9. Have the ability to be reflective and self-critical and be able to take constructive criticism positively.
10. To be able to read and understand to the required standard.

Employee Behavioural Framework

Working Collaboratively for RHN

Demonstrating our values and working together to deliver the best possible service for patients and customers.

- I share information within my team.
- I will ask for assistance if I need help.
- I work with my team to resolve problems.
- I am willing to learn new skills.
- I offer help to my team if they need it.

Achieving our Potential

Developing our skills and knowledge, reflecting on successes and set-backs, and demonstrating a commitment to development at RHN.

- I take personal responsibility for my tasks
- I seek opportunities for personal development
- I am willing to carry out new tasks if required
- I suggest improvements and new ideas
- I know what I'm good at and where I need to improve.

Preparing for the Future

Looking forwards, reflecting on current activities, accepting change and being part of a culture of continuous learning and improvement.

- I know what areas I need to improve
- I am willing to learn to broaden my skills and knowledge
- I reflect on my team's successes and challenges
- I speak up in team meetings and express my views

Leading by Example

Acting as a role model and setting an example that motivates and inspires others at RHN.

- I take pride in what I do
- I am punctual
- I try not to let my team down and ask for support when I need it
- I'm a good team player
- I improve my knowledge by learning from others

Committing to our Patients & Customers

Providing high quality patient care and customer service to patients and customers, and treating them with respect, dignity and consideration.

- I demonstrate a positive attitude
- I am proud of the work I do
- I always promote a positive image of the RHN
- I respond in a timely manner
- I share knowledge with my team
- If I cannot answer a question, I'll ask my nearest colleague to help

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the postholder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: