

## JOB DESCRIPTION

**Job Title:** Service Assistant  
**Band:** Band 2  
**Department:** Service Department  
**Responsible to:** Service Team Leader  
**Accountable to:** Zone Co-Ordinator



## JOB PURPOSE

Responsible for the delivery of cleaning, catering (ward based) and portering services.

## MAIN DUTIES AND RESPONSIBILITIES

- Carry out daily cleaning in line with agreed cleaning schedules.
- Implement infection control procedures for cleaning.
- Carry out deep cleaning tasks (excluding HPV disinfecting).
- Remove and replace curtains.
- Collect and clear after meal service.
- Serve beverages to patients – breakfast, mid-morning, lunch mid-afternoon and supper.
- Collect wash and replenish water jugs and glasses.
- Report repairs and faults to the Estates Help Desk.
- Secondary respondent to Fire and the Major Incident Plan.
- Remove and transport waste to designated store areas.
- To follow Trust Policies, Procedures and Department Standard Operating Procedures (SOP's).
- Complete clerical duties - self audit forms.
- To use technology – bleeps, pagers, touch screen devices.
- Patient movement – wheelchair, trolley, bed.
- Collect, change and replace medical gas bottles.
- Deliver and move equipment/product around the site.
- Collect and deliver specimens/pharmacy.

The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies in order to ensure the highest quality of care to patients.

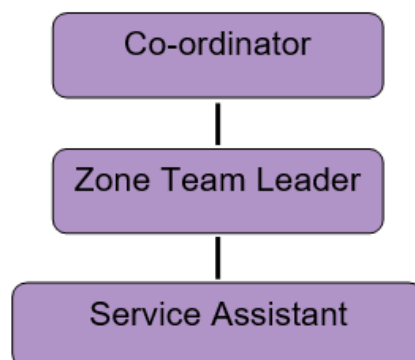
If your normal duties are directly or indirectly concerned with patient care you must ensure you receive sufficient training, information and supervision on the measures required to prevent and control risks of infection.

This job description is not intended to be a complete list of duties and responsibilities, but indicates the main ones attached to the post. It may be amended at a future time after discussion to take account of changing patterns of service and management.

## **SCOPE AND RANGE**

- Provides cleaning, beverage & hydration services to a designated area.
- Implements Infection Control procedures.
- Implements Food Hygiene Legislation.
- Completes quality assurance checks.
- Knowledge of cleaning machinery and chemicals.
- Knowledge of cleaning & deep cleaning methodology.
- Knowledge of IT and software systems.
- Knowledge of Health & Safety.
- Knowledge of manual handling.
- Develop relationships/communication and teamwork with healthcare personnel.
- Respond to requests from patients/relatives relating to the ward environment.
- Implement Waste Segregation Legislation.
- Knowledge of Medical Gases.
- Knowledge of Trust Policies and Procedures.

## **ORGANISATIONAL STRUCTURE**



## **APPENDIX 1 - SPECIFIC TERMS**

- All staff and volunteers working within the trust have a duty to be aware of their own and the organisation's roles and responsibilities for safeguarding and protecting children and young people, and vulnerable adults. You must be competent to recognise abuse, respond appropriately and contribute to the processes for safeguarding, accessing training and supervision as appropriate to your role. The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies in order to ensure the highest quality of care to patients. If your normal duties are directly or indirectly concerned with patient care you must ensure you receive sufficient training, information and supervision on the measures required to prevent and control risks of infection.
- You must be aware of and adhere to Health and Safety legislation, policies and procedures, to ensure your own safety and that of colleagues, patients, visitors and any other person who may be affected by your actions at work. You are reminded of your duty under the Health & Safety at Work Act 1974 to take reasonable care to avoid injury to yourself and others; to officially report all incidents, accidents and hazards using the Critical Incident Reporting Procedure; to use safety equipment provided for your protection at all times and to co-operate with management in meeting statutory requirements.
- Maintaining confidentiality of information related to individual patients or members of staff is a very important aspect of your work within the Trust. Failure to maintain confidentiality of such information may constitute a serious disciplinary offence. Staff should also bear in mind the importance of sharing essential information with carers and others, with the consent of each patient. There will also be circumstances where critical risk information will need to be shared with partner agencies, subject to guidance and advice available from your manager. You should remember that your duty, to respect the confidentiality of the information to which you have access in the course of your employment with the Trust, continues even when you are no longer an employee.
- This job description is not intended to be a complete list of duties and responsibilities, but indicates the main ones attached to the post. It may be amended at a future time after discussion to take account of changing patterns of service and management.