

AFC Reference:	FAC/0141
Job Title:	Facilities Management Assistant
Band:	2
Division/Service:	All Divisions
Accountable to:	Facilities Management Team Leader
Responsible to:	Facilities Site Manager

Job Outcomes:

As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high-quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.
6. All areas within remit receive a positive result in all internal and external monitoring processes, relating specifically to cleanliness and catering processes.

Job Purpose:

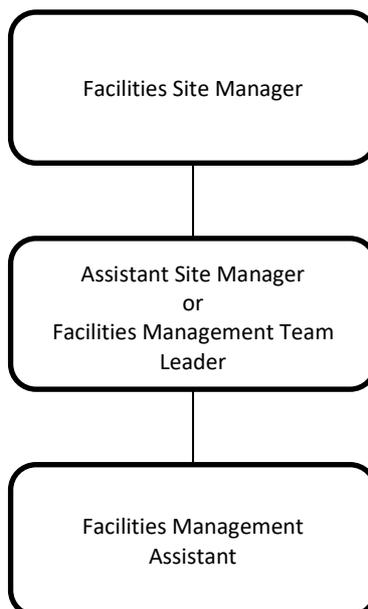
Facilities employ a variety of support staff to help maintain a clean, safe and welcoming environment.

Within our estate, we operate a variety of different services and environments, including:

- Inpatient mental health facilities (including high, medium and low secure facilities).
- Staff and service user residential accommodation.
- Rehabilitation areas.
- Respite areas.
- General office buildings.

Whilst the location and service group may differ, the role of the Facilities Management Assistant (FMA) remains an integral part of our service delivery, carrying out facilities and catering tasks and ensuring that cleaning standards are achieved and maintained.

Organisational Chart :



Principal Responsibilities:

1. To work as members of a team, carrying out facilities tasks as allocated and prioritised.
Facilities tasks may include all or a combination of the following:
 - Cleaning of clinical/ward areas, inclusive of toilets.
 - Waste disposal.
 - Linen transportation.
 - Basic food preparation.
 - Fridge and food temperature monitoring.
 - Till operation.
 - Collating service user menu orders.
 - Filling vending machines.
2. To assist colleagues and their line manager, carry out the tasks assigned to the team or individual and to support the minimisation of overtime and sickness costs to the Trust and also minimise the waste of resources, through operating the required reporting, management or information systems.
3. To undertake all mandatory training as required by Mersey Care NHS Foundation Trust and ensure that all required training is kept up to date.
4. To take part in performance management and Personal Achievement and Contribution Evaluations (PACE).
5. To comply with all relevant policies and procedures (including, but not limited to, health & safety, security, manual handling and food safety). As work may be carried out in a wide variety of locations, adherence to site-specific security procedures is of paramount importance.
6. To take responsibility for the completion of all duties in a safe and efficient manner, and to maintain regular contact with their line manager.
7. To stand in for other FMA's as required.

8. To liaise with all relevant parties in a friendly and helpful way as is required to ensure the achievement of all duties and responsibilities.
 - a. **Internal Contacts**
Contact with staff of all disciplines and at all levels in the course of day-to-day domestic and catering duties.
 - b. **External Contacts**
Contact with visitors to the Trust, and with a variety of maintenance and other contractors working on site.
 - c. **Service Users**
Contact with patients. This may be daily within inpatient areas for extended periods of time, or infrequently in outpatient areas. This contact may include communication with service users with severe and enduring mental health problems, who may display behavioural difficulties and import sensitive information.
9. To work unsupervised and use own initiative in line with service requirements.
10. To ensure timely and accurate completion of documentation, and to enter and use data on information systems.
11. To undertake cleaning duties in accordance with cleaning schedules and instructions.
12. Any other duties that may be reasonably expected and that are commensurate with the grade.

Generic Responsibilities for all staff:

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders.
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient/ service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.

- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment.
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training workshop.
- Be an ambassador for Just & Learning and Civility & Respect following the training.
- Positively advocate the just and learning culture within your team.
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/ services to create a positive environment for Just and Learning Culture.
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/ information to the attention of team members and other MCT colleagues they work with.
- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS:	<ul style="list-style-type: none"> • NHS experience and training in safety, health and catering or cleaning tasks. • CIEH Foundation Certificate in Food Hygiene, or equivalent. 	
KNOWLEDGE/EXPERIENCE:	<ul style="list-style-type: none"> • Experience of working in a similar role (cleaning or catering). • Experience of working in the NHS. • Experience of dealing with people. 	<ul style="list-style-type: none"> • Knowledge of the National Standards of Cleanliness and NHS Colour Coding. • Experience of working in a multi-skilled environment.
VALUES:	<ul style="list-style-type: none"> • Continuous Improvement • Accountability • Respectfulness • Enthusiasm • Support • High professional standards • Responsive to service users • Engaging leadership style • Strong customer service belief • Transparency and honesty • Discrete • Change oriented 	
SKILLS:	<ul style="list-style-type: none"> • Able to function as a member of a team and support the management objectives of the department and Trust. • Able to deal with requests from service users, managers and staff in a friendly and helpful way. • Flexible. • Good interpersonal and communication skills. • Able to work both independently and as part of a team. • Able to carry out manual tasks. 	<ul style="list-style-type: none"> • Able to maintain accurate records.