

JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

JOB DETAILS

Job Title:	Facilities Operative (Housekeeping/Domestic)
Pay Band:	Band 2
Department:	Facilities
Directorate:	Capital, Estates & Facilities
Clinical Board:	Capital, Estates & Facilities
Base:	UHB Wide

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Facilities Operational Services Manager
Reports to:	Facilities Team Manager
Professionally Responsible to:	Facilities Team Manager

Our Values: *'CARING FOR PEOPLE; KEEPING PEOPLE WELL'*

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

We care about the people we serve and the people we work with	Treat people as you would like to be treated and always with compassion
We trust and respect one another	Look for feedback from others on how you are doing and strive for better ways of doing things

We take personal responsibility	Be enthusiastic and take responsibility for what you do.
We treat people with kindness	Thank people, celebrate success and when things go wrong ask 'what can I learn'?
We act with integrity	Never let structures get in the way of doing the right thing .

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

JOB SUMMARY/JOB PURPOSE

The Facilities Operative will work as an essential part of the operational services team. The focus of the role is to support the Facilities team and provide clinical and nonclinical housekeeping and waste tasks to help maintain a safe, clean, comfortable environment for the patient.

The Facilities Operative will be trained to perform all tasks related to the role. Staff will need to cover all service tasks as required and to cover absences of others.

DUTIES AND RESPONSIBILITIES

Patient Focused

- To be courteous and helpful to patients, families, colleagues and all users and visitors.
- To welcome patients in a friendly, courteous, and professional manner, orientating them and their families / carers to the Hospital as necessary.
- To ensure clinical and non-clinical areas are fit for purpose and is prepared for the arrival of patients ensuring the area is clean, tidy and rubbish free.
- To alert the manager to any aspects of concern or dissatisfaction from patients in respect of our services.

Maintain a Safe Environment

- To report any damaged equipment and maintenance issues for repair.
- To undertake and respond to other ad hoc environment / maintenance issues e.g. curtain hanging, cleaning after floods / pest control, etc.

Stocks and Supplies

- Responsible for stock control within all responsible areas.
- To maintain record of orders for non-clinical supplies, ensuring that these are

ordered accordingly.

- To unpack stocks and store supplies where necessary recording items delivered.
 - To rotate stock to ensure maximum usage of supplies

Cleaning

- To work as an individual or as part of a team in creating a clean and friendly environment for patients and colleagues.
- To provide a cleaning service in accordance with the NHS national standards of cleanliness.
- To use electrical and manual equipment provided to clean and maintain floors, surfaces, walkways, ledges, fixtures and fittings in all clinical rooms including non-clinical areas i.e. toilets, bathrooms, etc.
- Cleaning of surfaces fouled by biological issues from the human body, such as faeces, urine, sputum, blood, bile, or other fluids as second clean to nurses. Outside wards contact the supervisor to arrange supervision so any areas outside the wards can be cleaned under their supervision as this is the responsibility of Facilities.
- To use the cleaning or micro fibre mopping system as required.
- To clean domestic equipment and store appropriately after all uses.
- To adhere to colour code policies in accordance with Operational Policies.
- To ensure that patients are being cared for in environments that minimise the risk of cross infection.
- To replenish soap, alcohol gel and all consumable products.
- To undertake kitchen duties as required such as the setting of patient trolley; setting, clearing and washing of dining tables; washing and storing of crockery and cutlery; and the disposal of food waste and basic food preparation at ward level if required.
- To undertake the duties of cleaning cookers, refrigerators, dishwashers, hot plates and all kitchen surfaces and cupboard areas and any microwaves/toasters which are used in the preparation of patient meals and beverages.
- Making tea and doing the water run i.e. Filling jugs with water and putting them out with glasses for the patients.
- To undertake special duties including; high level cleaning, scrubbing of floors, cleaning of internal glass

Ward Waste Management

- To be involved in the team meetings, training as appropriate.
- To replenish waste bags accordingly in compliance with the UHB Waste Management Policy.
- In performing all duties to take responsibility and care to avoid injury or accident to you, the patient, other staff and site users.

- Duties and tasks to be undertaken in line with the UHB Health and Safety Policy using appropriate protective clothing, equipment and hazard signage as / when required.
- To work in conjunction with Facilities and ward management, infection, control and prevention nurse, and provide additional cleaning to reduce the risk of the infection at required times.

Communication

- The post holder must successfully complete required training.
- Training as outlined within cleaning operational manual including customer care and waste management.
- Adhere to NHS Standards of Cleanliness, COSHH Regulations, Management of Waste Regulations and all other Health Board Policies.

Health and Safety

- Mandatory training including manual handling and fire safety
- Adhere to NHS Standards of Cleanliness, COSHH Regulations, Management of Waste Regulations and all other Health Board Policies.

Training and Development

- To fully participate in performance review and personal development planning protocols on an annual basis.
- Undertake any required training or development as required / requested.
- To achieve and demonstrate agreed standards of personal and professional development.
- To contribute positively to the effectiveness and efficiency of the teams in which you work. This may include assisting in supporting new members of staff during orientation.
- To maintain a high level of personal hygiene and clean / tidy appearance at all times, wearing the appropriate uniform provided.
- Patient privacy and dignity must be respected at all times.
- Develop and maintain an understanding of UHB and department policies / protocols ensuring full compliance

GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment,

devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.

- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate noncompliance by colleagues, and to attend training in infection control provided by the UHB.
- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital

based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219

- **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone's 'protected characteristics'. These protected characteristics are: age, religion, sexual orientation, belief or nonbelief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people's human rights as part of your everyday practice.
- **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Date Prepared:

Prepared By:

Date Reviewed: March 2019

Reviewed By: Operational Services Manager

PERSON SPECIFICATION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Job Title:	Facilities Operative	Department:	Facilities
Band:	Band 2	Clinical Board:	Capital, Estates & Facilities
Base:	UHB Wide		

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> • Good numeracy and literacy education • Able to communicate clearly • Commit to flexible working 	<ul style="list-style-type: none"> • NVQ level 1 or 2 cleaning certificate or comparable cleaning certificate • COSHH trained • Health and Safety knowledge preferably within a NHS health environment 	Application Form Certificate Check Registration Card – Nurse/AHP
EXPERIENCE	<input type="checkbox"/> Able to work as a team member	<ul style="list-style-type: none"> • Experience of working in a health care environment • Current or recent experience in clinical/domestic waste handling 	Application Form Interview References

SKILLS	<ul style="list-style-type: none"> • Good customer care and verbal communication skills • Patient focused • Ability to work without direct supervision 	<input type="checkbox"/> Able to undertake all aspect of cleaning in a NHS health care environment	Application Form Interview References
SPECIAL KNOWLEDGE	<input type="checkbox"/> Good general knowledge of cleaning techniques within a housekeeping and catering environment	<input type="checkbox"/> Good knowledge of NHS Standards of Cleanliness cleaning techniques	Application Form Interview References
PERSONAL QUALITIES (Demonstrable)	<ul style="list-style-type: none"> • Able to take personal responsibility for actions • Reliable • Respect clients privacy, dignity and confidentially 	<ul style="list-style-type: none"> • Ability to speak Welsh 	Application Form Interview References
OTHER (Please Specify)	<ul style="list-style-type: none"> • Ability to attend all UHB sites • Able to work various hours • Will be required to work bank holidays and weekends. 		Interview Document Check*

Date Prepared:	February 2019	Prepared By:
Date Reviewed:	February 2019	Reviewed By: