



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

## ANEURIN BEVAN UNIVERSITY HEALTH BOARD JOB DESCRIPTION

### JOB DETAILS:

<b>Job Title</b>	Domestic Assistant – Health Board Premises Non-Clinical
<b>Pay Band</b>	Band 2
<b>Hours of Work and Nature of Contract</b>	To be completed on recruitment
<b>Division/Directorate</b>	Facilities
<b>Department</b>	Hotel Services
<b>Base</b>	To be completed on recruitment

### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	Service Manager
<b>Reports to: Name Line Manager</b>	Domestic Supervisor

### OUR VALUES:

Ein GWERTHOEDD yw...

Pobl yn gyntaf

Cyfrifoldeb personol

Angerdd am welliant

Balchder yn yr hyn a wnaeth

**BALCHDER**

Our VALUES are...

People first

Personal responsibility

Passion for improvement

**PRIDE**

Am fwy o wybodaeth ffoniwch 01633 623801

For more information please contact the Organisational Development Team on 01633 623801

**Job Summary/Job Purpose:**

Responsible for providing a range of domestic services. Ensuring compliance with quality standards, Health & Safety, control of infection, Audit and HJAI task force requirements, National Cleaning Services Specification and other requirements as specified to ensure a high quality environment and safety for staff and visitors and where appropriate patients.

**DUTIES/RESPONSIBILITIES:****DUTIES/RESPONSIBILITIES:**

The post holder will plan their own work without direct supervision. Domestic Supervisor is always available for advice when needed.

Maintain a safe and secure environment by ensuring security of rooms and storage areas are maintained.

Predominately working outside normal office hours the will be a key holder for the area of work and will often be responsible for the security of the building, ensuring the building has been locked and secured at the end of their shift.

While the post holder will normally work predominantly in a specific location, they may be asked to work to support Domestic services.

The post holder will be in contact with all service users and Domestic Supervisor on a regular basis, face to face or by telephone.

Domestic Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager.

To be aware and contribute towards consistent and safe practices provided by legislative and Health and Safety policies and guidelines.

To attend and participate in organised training initiatives; including induction, health & safety, confidentiality training and non-clinical mandatory update; and to assist in the training of others as may from time to time be required.

To undertake the duties of mopping and scrubbing of hard floor surfaces; damp dusting; vacuuming; spot cleaning of hard and soft floor areas; cleaning of sinks; and the disposal of household and paper waste. This will include cleaning of toilet and kitchen areas.

To use own judgement on routine cleaning issues.

To inform the Domestic Supervisor of any defects to equipment and advise departmental staff of any defects within the area.

To assist the Domestic Supervisor in maintaining stock control.

Cleaning of areas where food and beverages are stored, compiled and/or provided, ensuring safe cleaning practices are in operation.

To ensure all items of cleaning equipment are cleaned, as required and stored as instructed for future use.

To ensure the safe use and storage of all cleaning materials within COSHH regulations.

Responsible for the completion of records/log sheets.

To participate in the Performance and Development Reviews processes.

To support Organisation values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

The following are examples of equipment which will be used when undertaking the role. Work with highly specialised cleaning equipment and complex floor cleaning equipment. The post holder will be required to operate the following equipment:

- Tub or Cylinder Vacuum.
- Carpet Shampooer.
- Wet Pick-Up Suction Drying Machine e.g., Removal of Spillages, Water.
- Hot Water Boilers/Kettles.
- Floor Mopping Equipment.
- Safety Steps.
- Waste Bins.

All equipment to be used in accordance with manufacturer's instructions and as stated in Domestic Services Operational Manual.

The following are examples of systems which will be used when undertaking the role:

- ISO 9002 which includes cleaning schedules, domestic services instructions and logging and signing of work undertaken.
- Organisation policy on clinical and household waste removal.
- Health and safety policy and COSHH.
- Completion of own timesheet/holiday sheets, sickness notes.
- Reporting of faulty equipment to the Domestic Supervisor or Estates Department.
- Completion of cleaning records. Any deficiencies from these records should be escalated, reported to, or actioned by the appropriate people e.g. Domestic Supervisor, Estates Department.
- Completion of staff surveys.
- Participation in relevant audits i.e. FMT, PQI, HEI internal and external audits.
- The post holder will be expected to follow domestic services procedures in accordance with those set down in the Domestic Procedures Manual and work schedules.
- Workload will be generated through work schedules prepared by the Domestic Supervisor based on National Cleaning Services Specification and will be checked and signed off on a weekly basis by Domestic Supervisor. Additionally work will be generated by the Estates Department following upgrades and refurbishments.

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and/or Knowledge</b>	<p>Knowledge gained on corporate and local facilities induction and completion of internal training programme over a 12 week period (1 week departmental training with further 2 weeks on the job training).</p> <p>Working knowledge of procedures and equipment relevant to post.</p> <p>Knowledge of COSHH regulations Health &amp; Safety Policies and work procedures.</p> <p>Knowledge of Infection Control Policy, Guidelines and Procedures.</p> <p>Knowledge of ISO 9002 regards recording data.</p> <p>Basic Food Hygiene Training.</p> <p>Knowledge and compliance with Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers - NHS Circular CEL 23 (2010).</p>		Application form and pre employment checks
<b>Experience</b>		Previous experience in similar role.	Application form and interview
<b>Aptitude and Abilities</b>	<p>Good Customer Care Skills.</p> <p>Ability to work under pressure.</p> <p>Good communication and interpersonal skills.</p> <p>Ability to work unsupervised alone or as part of a team.</p> <p>Basic IT skills.</p> <p>Moving and handling skills.</p> <p>Operation of mechanical and electrical machinery safely and effectively.</p>	Ability to speak Welsh	Interview
<b>Values</b>	Additional demonstrable qualities that may be beneficial to the role, e.g. care, compassion, competence, communication, courage and commitment		Application Form Interview References

Other	Flexible approach to work.		Application form and interview
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## **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** 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:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers 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.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **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.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory

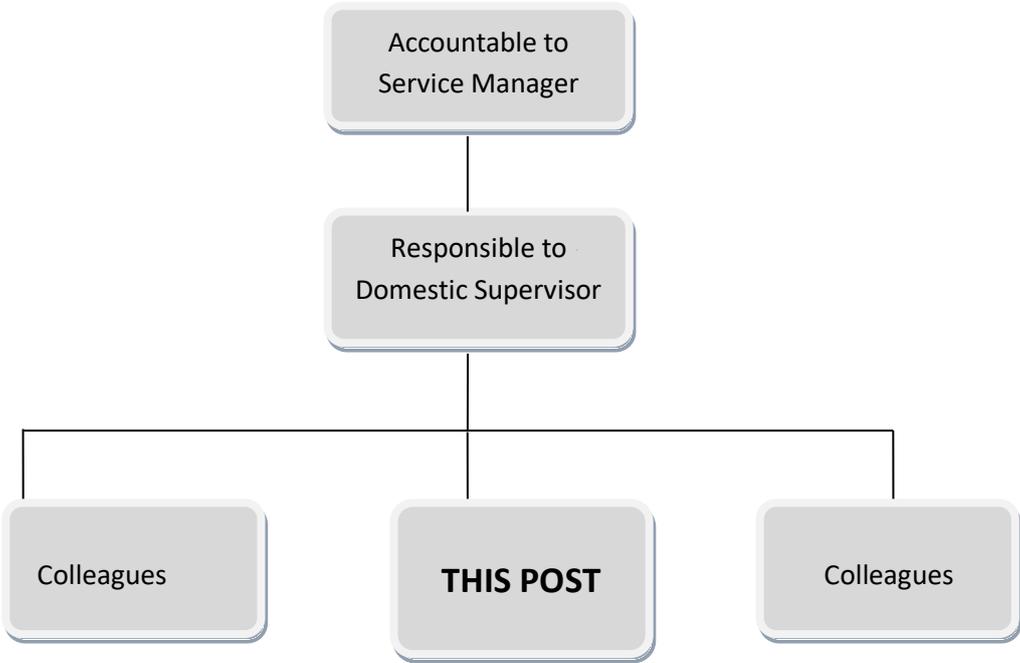
legislation and the HB or Trust Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation 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 any 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 HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. \*Delete as appropriate.  
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. 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 the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Domestic Assistant – Health Board Premises  
Non-Clinical

**Organisational Chart**



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**Supplementary Job Description Information**

**Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

<b>Examples of Typical effort(s)</b>	<b>How often per day / week / month</b>	<b>For how long?</b>	<b>Additional Comments</b>
The post involves manual handling duties and constant movement and standing for duration of the shift e.g. twisting, stretching, bending, kneeling, lifting, pushing and pulling.	<b>Daily</b>		
Use of electrical equipment safely	<b>Daily</b>		
Basic manual handling skills to carry out domestic duties.	<b>Daily</b>		

## Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Concentration required whilst carrying out duties to ensure provision of a safe environment for visitors and staff.	Daily		
Ensuring COSHH guidelines are adhered to including the correct use of dilution rates.	Daily		
Concentration while using cleaning equipment.	Daily		

## Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Little exposure to emotional circumstances/environments			

## Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Lone working	Daily	Majority of working shift – outside of normal office hours	
Cleaning of toilet areas	Daily		
Cleaning of kitchen/office areas – disposal of paper and waste food bags	Daily		