

Join us at UHB



Building healthier lives

Welcome from our Interim CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Interim Chief Executive Officer

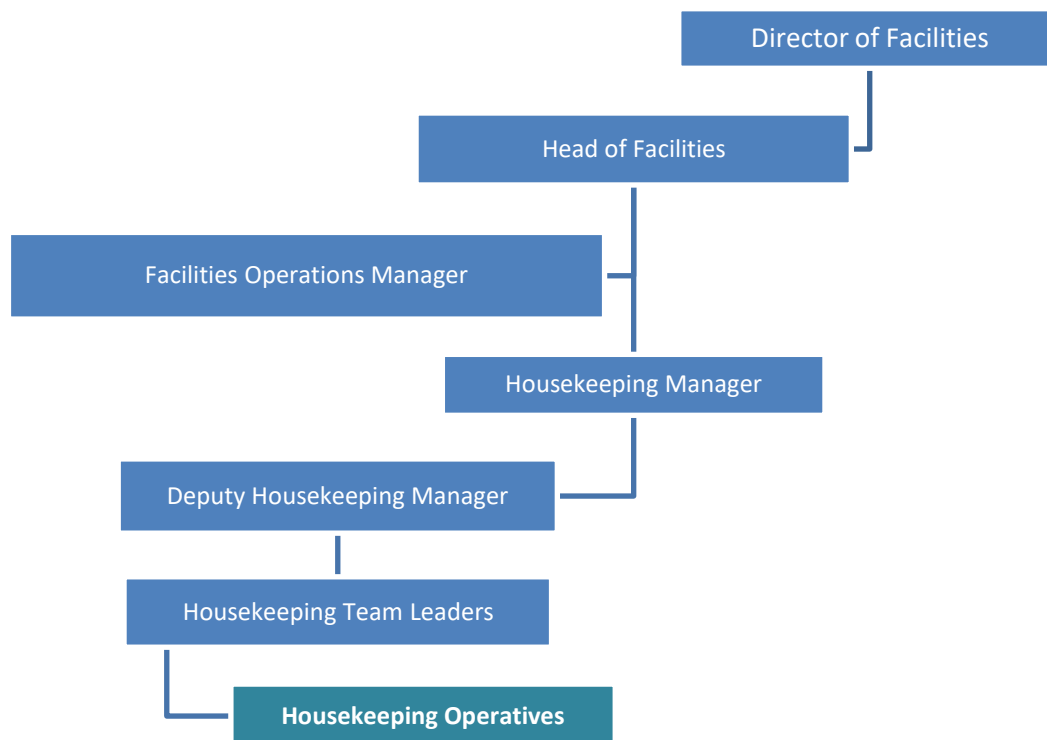
JOB DESCRIPTION

Job Title	Bank Housekeeping Operative
Department	Housekeeping - Facilities
Division	Corporate
Reports to	Housekeeping Manager
Professionally Responsible to	Facilities Operations Manager

JOB SUMMARY

To carry out cleaning and associated duties as specified in the procedural documents; cleaning schedules and/or as requested by housekeeping management. This role covers the cleaning of all areas including clinical, residential, office, corridor and all entrances; delivering this service to the very highest standards whilst maintaining a safe and comfortable environment for patients and staff at all times. The post holder will also undertake other cleaning duties as required to achieve the Trust's objectives, commensurate with the grading of the post. Successful candidates will be able to request to work at any of University Hospitals four Birmingham hospital sites providing they have completed their local induction programme. Where applicable at ward level this will include the provision of a full patient food and beverage service complying with all legislation and associated processes specified by the Trust's Catering Department.

TEAM/DEPARTMENT STRUCTURE CHART



KEY RESPONSIBILITIES

1. Work in a safe, courteous and confidential manner whilst following Trust Policy and associated Standard Operating Procedures relating to the task being carried out.
2. Be in designated place of work from agreed shift start time to agreed shift end time. To maintain a level of cleanliness and hygiene within your designated work area by following a planned schedule of work as well as making flexible alterations when required.
3. Using electrical equipment safely to vacuum clean all floor surfaces.
4. Dust control mopping of hard floors.
5. Collect designated mop bag and damp mop all hard floors; maintaining a safe environment for others by following a safe method of work

6. Cleaning of furniture, fittings and equipment as outlined in the cleaning schedule.
7. Preparation of appropriate cleaning materials and solutions including the dilution of products to the correct working level.
8. Clean and maintaining to a high standard all sanitary areas, fixtures and fittings.
9. Clean kitchens, appliances and fittings in compliance with Food Hygiene Regulations.
10. Prepare and serve patient beverages, collect wash and refill water jugs and wash drinking glasses.
11. Empty waste containers including, clinical, household, glass and bottle waste; disposing of these at appropriate collection points in line with the Trust's waste disposal procedure.
12. High dust fixtures and fittings out of normal reach using appropriate extendable equipment or by using access equipment such as step ladders.
13. Routinely spot clean walls from splashes and collision marks.
14. Maintain the good appearance of floors by carrying out regular floor maintenance using appropriate battery or mains electrical machinery including floor polishing, scrubbers, steam cleaners and periodic floor maintenance including, where appropriate, stripping and reapplying of floor protection sealants and carpet shampooing machines.
15. Change and re-hang bedside and window curtains when required routinely or after infected barrier cases, bag and send these to laundry.
16. Change and make on-call and vacant residential beds; disposing of dirty laundry via the appropriate systems.
17. Carry out daily routine and in depth vocational cleaning of patient barrier rooms including patients with MRSA, C Diff, Chicken pox and Gastroenteritis; using Hydrogen Peroxide misting machines / Ultraviolet light decontamination system as directed by Infection Control.
18. To work with the housekeeping store to ensure agreed stock levels are maintained and supplies replenished as required. This includes stocks of hand towels, toilet rolls and soap etc.
19. Clean up body fluids including blood, vomit and faeces in public areas using appropriate PPE and decontaminating any affected surfaces as and when required.
20. Ensure store rooms are secure and when leaving vacant areas that patient, staff and trust property is not left unsecured.
21. Help with reporting estates-related problems or environmental issues requiring attention by using the daily record sheet and escalating to the team leaders. This includes reporting any evidence of insect or other pest infestations to the departmental management team.
22. To check and complete all paperwork in the ward / department folders on a daily basis; ensuring all Housekeeping Assistants between shifts are aware of any outstanding areas that will need cleaning.
23. Move furniture and equipment in order to facilitate cleaning in a prescribed safe manner.
24. Maintain equipment, clean and securely store appropriately and reporting any unsafe equipment.
25. Attend and obtain the required knowledge and skills any training sessions including job specific training, any related certification schemes, infection control training, waste disposal and attending statutory training including, induction, health and safety, fire and security.
26. Responsibility for the security of cleaning consumables and materials, including controlled chemicals. Follow COSHH (control of substances hazardous to health) guidance and obtain the required knowledge in safe use of cleaning chemicals.
27. Maintain a professional appearance by wearing appropriate uniform for each required job, ensuring you identification badge is visible at all times and assisting with minimising cross infection. This includes by ensuring good personal hygiene standards and regular hand washing.
28. Ensure use of hand readers or signing in books to maintain an accurate record of hours worked.
29. Periodically undertake clearing up of clean and foul water floods by using safely electrically suction machines. To secure and make safe hospital property likely to become damaged and to clean and decontaminate equipment and the environment following such incidents.
30. Where required to carry out a patient meal service at ward level; Housekeeping Assistants will reheat patient meals, completing all required HACCP control documents. This includes plating and serving of patient meals in accordance with local work instructions, collection and washing of dishes following

each meal service, cleaning of the ward kitchen area in accordance with the cleaning schedules, prepare beverages and snack items of patients. All duties will be carried out with due regard to associated processes specified by the Trust's Catering Department.

Housekeeping Assistants based at Heartlands Hospital or Solihull Hospital will be required to undertake the following tasks (full training will be provided): *

1. Provide high quality food and beverage service to all patients following department process.
2. To ensure codes of practice for HACCP and food safety are followed as per site training.
3. Temperatures of regenerated cooked foods are recorded, along with chilled and frozen storage using the designated HACCP sheets.
4. Communicate menus and offer to patient & ward teams.
5. Identify and report faults in Catering equipment as required to department supervisors or leads.
6. Maintain excellent cleaning standards within the working area following cleaning schedules supplied.
7. Check dates and rotation of food accordingly within working area.
8. Appropriate removal of food waste (as per site process) using designated waste and recycling streams.
9. Record appropriate food waste and report high levels of waste to supervisors.
10. Report abuse of service to Supervisors or line Managers
11. Maintain the security of Trust property at all times.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

KEY WORKING RELATIONSHIPS

Internal:

Housekeeping Team Leaders
Housekeeping Managers
Facilities Operations Manager
Heads of Facilities
Logistics
Porters
Ward Housekeepers
Health and Safety
Nursing
Catering
Any other staff required

External:

Patients and relatives
Members of the public
External Contractors
Bank Housekeeping Assistants

TRUST VISION & VALUES

DO NOT AMEND THIS SECTION

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated:26/01/2023.....

PERSON SPECIFICATION

JOB TITLE: Bank Housekeeping Operative	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good General Education to Secondary School (E) • Basic Level of literacy & numeracy (E) • Ability to read and write English (E) 	<ul style="list-style-type: none"> • Food Safety Level 2 (D)
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Able to work as a team member (E) • Dealing with the public and ability to work under pressure (E) 	<ul style="list-style-type: none"> • Experience working in the cleaning industry (D) • Previous NHS experience working in a similar role (D) • Catering experience (D)
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Organisational skills (E) • Enthusiastic (E) • Flexible to the needs of the service (E) • Able to use initiative (E) • Willingness to undertake specific competencies to meet the full requirements of the role (E) 	<ul style="list-style-type: none"> • Good communication and inter-personal skills (E) • Electronic communication device skills (D) • Previous experience of health and safety within a healthcare environment (D)
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Physically able to undertake all duties and comply with relevant Trust policies (E) • Reliable (E) • Punctual (E) • Strong Communicator (E) • Friendly (E) • Ability to work shifts 	