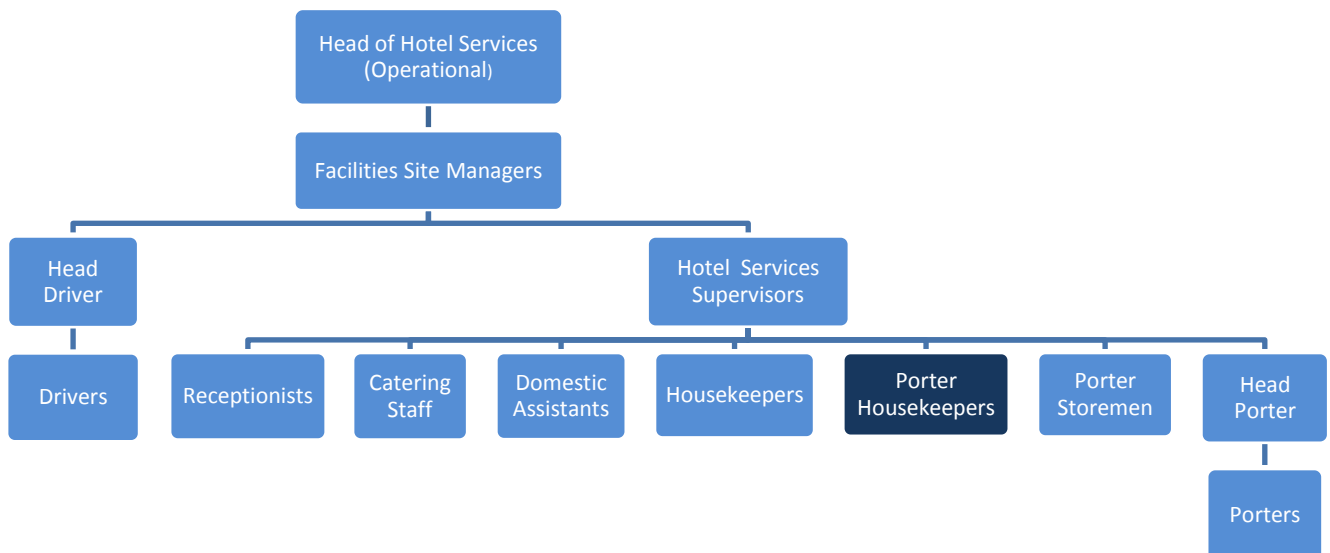


JOB DESCRIPTION

Section One

Job Title: Porter Housekeeper
Band: 2
Directorate: Estates and Facilities Management
Department: Hotel Services
Accountable to: Head of Hotel Services (Operational)
Responsible to: Facilities Site Manager

Organisation Chart:



2.0 Job Summary

- 2.1 To provide portering, cleaning and catering services as part of a team, to office, patient and communal areas within the Trust.
- 2.2 To provide cover in reception areas as required.
- 2.3 To interact compassionately with patients and carers at all times. Patients have a range of mental health conditions or learning disabilities.
- 2.4 To show commitment to and participate in quality improvement activities.
- 2.5 To promote at all times a positive image of people with mental health conditions and learning disabilities.
- 2.6 To promote at all times a positive image of Hotel Services and the wider Trust.

3.0 Main Duties and Responsibilities

3.1 Clinical Responsibilities, Patient Contact

- 3.1.1 Prepares, cooks and serves light meals and beverages to patients, encouraging healthy eating.
- 3.1.2 Regenerates food for patients.
- 3.1.3 Provides information, in accordance with standard coding, on appropriate food choices / menus to meet specific cultural or dietary needs.
- 3.1.4 Sets and clears away patient dining areas.
- 3.1.5 Cleans patients' bedrooms and communal areas on the wards.
- 3.1.6 Washes (using washing machine and tumble dryer) and irons patients' clothing when required.
- 3.1.7 Undertakes deep-cleaning of patient bedrooms as required.

3.2 Administrative Responsibilities

- 3.2.1 Undertakes administrative tasks in relation to own work e.g. filing, photocopying, distributing and gathering in Customer Comments cards.
- 3.2.2 Uses Microsoft Office applications.
- 3.2.3 Ensures a welcoming environment when on reception duty, responding appropriately and in a helpful manner to face to face enquiries and telephone calls, including calls from patients wishing to access Crisis Services.
- 3.2.4 May be required to book patient or staff transport.

3.3 Responsibility for Information Systems

- 3.3.1 Takes and records fridge temperature readings and signs the record.
- 3.3.2 Takes and records food temperatures as part of the food regeneration process and signs the record.
- 3.3.3 Completes and signs food wastage records.
- 3.3.4 Completes and signs vehicle checklists.
- 3.3.5 Completes and signs work schedules.
- 3.3.6 When on reception duty, maintains visitor logs and staff registers, issuing identification badges, keys, alarms and fobs as appropriate and in accordance with established procedure.

3.4 Responsibility for Planning/Organising & Strategic/Business Development

- 3.4.1 Follows work schedule but may be required to reprioritise tasks according to the urgency of the task and the availability of the work area.
- 3.4.2 Accommodates tasks arising at short notice.
- 3.4.3 Agrees appropriate time with ward staff and hotel services supervisor to deep clean patient bedrooms.

3.5 Policy Development

- 3.5.1 Contributes to the development of policies and procedures in own area as part of the team.

3.6 Service Development, Project Management

- 3.6.1 Contributes to continual safety and quality improvement activities as part of the team.

3.7 Financial Responsibilities

- 3.7.1 Monitors stock (food items and cleaning materials) in the central store and on the ward and orders and receipts supplies using fax, e-mail or computerised system.
- 3.7.2 Accepts or rejects deliveries of frozen and cook-chill items according to set criteria.
- 3.7.3 May use a Trust purchasing card.
- 3.7.4 May handle cash and bank monies if required to operate a till in a communal refreshment area.

3.8 Responsibility for Physical Resources, Estates, Hotel Services

- 3.8.1 Undertakes safety checks on equipment before use.
- 3.8.2 Drives Trust vehicles when delivering or collecting items (this includes use of the tail lift and driving off site) and when undertaking security checks across the site.
- 3.8.3 Sorts and distributes mail, stock and non-stock items, clean linen and laundry, pharmaceutical items etc. across the site, according to delivery schedules and to meet urgent requests. Uses equipment as appropriate.
- 3.8.4 Collects mail (and franks as required), clinical and non-clinical waste, dirty linen and laundry, laboratory samples etc. from across the Trust and delivers to designated locations / storage points.
- 3.8.5 Undertakes day to day removal duties e.g. office furniture, as required and using appropriate equipment.
- 3.8.6 Responsible for the security of premises and as a key holder, opens the building in the morning, locks it at night and allows access to secure areas as required.
- 3.8.7 Responsible for changing and storing CCTV recordings.
- 3.8.8 Carries out cleaning of ward areas, communal areas or office areas, in accordance with cleaning schedules including damp dusting, high and low dusting, vacuuming, mopping floors, cleaning toilets and bathroom areas etc. Carries out deep-cleaning procedures as required.
- 3.8.9 Uses motorised equipment for scrubbing floors and cleaning carpets.
- 3.8.10 Cleans skirting boards and walls (using step ladders as required).
- 3.8.11 Cleans windows and hangs curtains (using step ladders as required).
- 3.8.12 Defrosts, cleans and checks temperatures of chillers, freezers and refrigerators as required.
- 3.8.13 Reports general maintenance requirements to the Estates Department.
- 3.8.14 Removes all rubbish to designated refuse stores and replenishes bin bags.
- 3.8.15 Replenishes kitchen rolls, toilet rolls, soaps and paper hand towel dispensers.
- 3.8.16 Replenishes hospitality to meeting rooms as required.
- 3.8.17 Washes patients' dishes following meal services, by hand or using a dishwasher.
- 3.8.18 Cleans regeneration ovens.
- 3.8.19 Cleans outdoor smoking shelters.

3.9 Research and Audit

3.9.1 Participates in work-related audits and surveys as required.

3.10 Staff Management, Training and Development, HR

3.10.1 Participates in local induction of new starters.

4.0 Communication

4.1 Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.

4.2 Communicates with colleagues, supervisor and ward staff on day to day matters.

4.3 Communicates with staff from other departments e.g. housekeepers, porter storemen, maintenance staff on day to day matters.

4.4 Addresses routine issues with suppliers and delivery staff when ordering or receiving goods.

4.5 Participates in team meetings, Quality Improvement Systems meetings and Hotel Services Roadshows.

4.6 Communicates compassionately with patients and carers at all times, during incidental contact as appropriate, when on reception duty and regarding specific issues when ward-based e.g. menu choices, healthy eating etc. Patients may be verbally aggressive.

4.7 Communicates with visitors to the ward in a professional and courteous manner at all times and during incidental contact with members of the public e.g. giving directions.

5.0 Analysis and Judgement

5.1 Makes judgements when deciding whether a top-up order of stock items is required.

5.2 Uses judgement to determine whether to use own initiative to resolve a discrepancy in goods ordered/received or whether to escalate to the supervisor.

5.3 Reprioritises tasks when areas to be cleaned are unavailable at the time or when urgent, non-scheduled requests are received.

5.4 Uses judgement to determine the most appropriate course of action when cleaning over and above normal activity is required.

5.5 Uses judgement to answer/redirect enquiries appropriately when on reception duty.

6.0 Freedom to Act

- 6.1 Follows work schedules and standard operating procedures using own initiative on routine matters and at times of disruption in ward areas.
- 6.2 Supervised on a day to day basis by the Hotel Services Supervisor or Head Porter who is available for guidance as required, either in person or by telephone.

7.0 Personal Responsibilities

The post holder must:

- 7.1 Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.
- 7.2 Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
- 7.3 Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
- 7.4 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.
- 7.5 Fully participate in annual appraisal and appraisal reviews.
- 7.6 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.

8.0 General

The post holder must:

- 8.1 Comply with the Trust's Information Governance Policies and maintain confidentiality of information at all times in line with the requirements of the Data Protection Act.
- 8.2 Comply with the Trust's Health and Safety Policy and risk management procedures and report as necessary any untoward incident or hazardous event in accordance with local procedure.
- 8.3 Carry out the duties of the post with due regard to the Equality and Diversity Policy.
- 8.4 Comply with the Trust's Infection Control Policies as appropriate to the role.
- 8.5 Comply with the Safeguarding of Children and Adults policies and protocols as appropriate to the role.

8.6 Comply with the Behaviours that Challenge Policy as appropriate to the role.

9.0 Other Requirements

- 9.1 The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.
- 9.2 The post holder may be required to work in locations other than those specified in the job description as required by service need.
- 9.3 The post holder may be required to work flexible hours as required by service need.
- 9.4 There may be a requirement to change the job description in light of developing service needs.

10.0 Person Specification

	Essential	Desirable
Qualifications	<p>Food Hygiene Certificate Level 2.</p> <p>Numeracy and Literacy to level 2.</p> <p>ITQ Level 2</p> <p>NVQ Level 2 in Porterage or Housekeeping (within agreed timescale).</p>	
Experience	<p>Experience in portering.</p> <p>Experience in use of cleaning materials and equipment.</p> <p>Experience in general cleaning duties.</p> <p>Experience of working or volunteering in a mental health or learning disabilities environment.</p>	<p>Experience cleaning in a hospital environment.</p>
Knowledge	<p>Knowledge of stock control.</p> <p>Knowledge of Health & Safety and COSHH</p> <p>Knowledge of National Standard of Cleanliness (within agreed timescale).</p> <p>Knowledge of deep-cleaning procedures.</p> <p>Knowledge of Patient-Lead Assessment of the Care Environment (PLACE) (within agreed timescale).</p>	

	<p>Good understanding of confidentiality.</p> <p>Geographic knowledge of the site and key personnel (within agreed timescale).</p>	
Skills	<p>Able to follow protocols and instructions.</p> <p>Able to demonstrate:</p> <ul style="list-style-type: none"> • Thoroughness and attention to detail in all tasks • Safe moving and handling and use of appropriate lifting equipment • Safe, efficient and effective techniques in the following areas, producing consistently high standards: <ul style="list-style-type: none"> • Cleaning • Deep cleaning (within agreed timescale) • Use of motorised cleaning equipment e.g. floor scrubber, carpet cleaner (within agreed timescale). • Use of kitchen equipment • Preparation and serving of food • Use and cleaning of regeneration ovens (within agreed timescale) • Washing and ironing • Effective verbal and written communication skills • Time management and ability to prioritise effectively • Breakaway techniques (within agreed timescale) 	
Personal Attributes	<ul style="list-style-type: none"> • Able to work in accordance with the Staff Compact and Trust Values and Behaviours. • Able to work flexibly and co-operatively as part of a team. • Committed to continual quality and service improvement • Committed to promoting a positive image of people with mental health conditions and learning disabilities • Committed to promoting a positive image of Hotel Services. • Self awareness and committed to continual personal development. 	

Other Requirements	<ul style="list-style-type: none">• Ability to travel independently in accordance with Trust policies and service need.• This post is subject to a satisfactory Disclosure and Barring Service check.	
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JOB DESCRIPTION AGREEMENT SEFM003: v1: 11 September 2013

Post Holder

Sign..... Date.....

Print Name.....

Line Manager

Sign..... Date.....

Print Name.....

Print Job Title.....

Staff compact

The psychological or cultural relationship that exists between staff and the trust

Trust

Staff

<p>Communications The trust will strive to ensure honest and timely communications at all times.</p>	<p>Alignment To work in accordance with the values of the trust and its strategic goals, mission (purpose) and vision.</p>
<p>Recognition The trust will recognise staff who have achieved excellence and show commitment to value adding work.</p>	<p>Responsive To respond to the changing needs of patients and people who use our services, as well as changes to the requirements of other "customers" and changes in demand for services.</p>
<p>Training and development The trust will invest in the continuing professional development, training and education of staff in the skills and competencies required and adhere to all agreed training commitments.</p>	<p>Technical expertise To keep skills and competencies up to date and relevant to their work, all of which will be evidence based.</p>
<p>Support The trust will ensure that staff will be involved in and supported through the process of change and managing the process of change.</p>	<p>Embrace and engage Willingness to support, co-operate with and contribute to quality improvement activities and especially with the testing of new ideas and innovations.</p>
<p>Work environment The trust will strive to provide a positive, healthy workplace for all staff which is characterised by enthusiasm and not cynicism; staff having the right equipment; the right colleagues and a good physical environment in which to work.</p>	<p>Team work To be supportive, positive and a good communicator with staff, people who use our services and all other "customers" e.g. GPs, PCTs, Social Services, etc.</p>
<p>Choice The trust will give staff choices to ensure no compulsory redundancies should job numbers reduce as a consequence of quality improvement activities.</p>	<p>Flexibility In the context of significant change taking place in society and the NHS, staff will be flexible with regard to the breadth of work undertaken and the location of their work.</p>
<p><i>"The trust will endeavour to be a great organisation to work for"</i></p>	<p><i>"My job is to provide the best possible customer experience"</i></p>

making a

difference

together

Statement of Values and Behaviours

Commitment to quality

We demonstrate excellence in all of our activities to improve outcomes and experiences for users of our services, their carers and families and staff.

Behaviours:

- Put service users first.
- Seek and act on feedback from service users, carers and staff about their experiences.
- Clarify people's needs and expectations and strive to ensure they are exceeded.
- Improve standards through training, experience, audit and evidence based practice.
- Learn from mistakes when things go wrong and build upon successes. Produce and share information that meets the needs of all individuals and their circumstances.
- Do what you / we say we are going to do.
- Strive to eliminate waste and minimise non-value adding activities.

Respect

We listen to and consider everyone's views and contributions, maintaining respect at all times and treating others as we would expect to be treated ourselves.

Behaviours:

- Be accessible, approachable and professional.
- Consider the needs and views of others.
- Be open and honest about how decisions are made.
- Observe the confidential nature of information and circumstances as appropriate.
- Be prepared to challenge discrimination and inappropriate behaviour.
- Ask for feedback about how well views are being respected.
- Consider the communication needs of others and provide a range of opportunities to access information.

Involvement

We engage with staff, users of our services, their carers and families, governors, members, GPs and partner organisations so that they can contribute to decision making.

Behaviours:

- Encourage people to share their ideas.
- Engage people through effective consultation and communication.
- Listen to what is said, be responsive and help people make choices.
- Provide clear information and support to improve understanding.
- Embrace involvement and the contribution that everyone can bring.
- Acknowledge and promote mutual interests and the contributions that we can all make at as early a stage as possible.
- Be clear about the rights and responsibilities of those involved.

Wellbeing

We promote and support the wellbeing of users of our services, their carers, families and staff.

Behaviours:

- Demonstrate responsibility for our own, as well as others, wellbeing.
- Demonstrate understanding of individual and collective needs.
- Respond to needs in a timely and sensitive manner or direct to those who can help.
- Be pro-active toward addressing wellbeing issues.

Teamwork

Team work is vital for us to meet the needs and exceed the expectations of people who use our services. This not only relates to teams within Tees, Esk and Wear Valleys NHS Foundation Trust, but also the way we work with GPs and partner organisations.

Behaviours:

- Be clear about what needs to be achieved and take appropriate ownership.
- Communicate well by being open, listening and sharing.
- Consider the needs and views of others.
- Be supportive to other members of the team.
- Be helpful.
- Fulfil one's own responsibilities.
- Always help the team and its members to be successful.