

OUTLINE JOB DESCRIPTION

JOB TITLE: HOUSE KEEPER (CLEANER)

LINE MANAGER: Operations Manager

HOURS: As per Contract of Employment

Aims and Responsibilities of the Role:

To keep the Surgery in a clean and orderly state at all times, with particular emphasis on meeting expected standards of Infection Control and Hygiene for our patients, staff and visitors.

To provide additional support to the Housekeeping team by the provision of cover, during the absence of colleagues, as and when necessary.

Job Responsibilities:

The Job Holder will be expected to ensure that a range of cleaning functions are carried out on a regular, scheduled basis ranging from daily sweeping/vacuuming to the completion of other cleanliness related activity on a weekly, monthly or annual basis.

It is essential that the highest standards of cleanliness are achieved and maintained at all times.

A full list of requirements will be provided as part of a comprehensive Job Description as a part of the induction process.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that all staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this outline job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.
- All employees are required to sign a Confidentiality Agreement prior to starting work at the practice.

Health & Safety:

The post-holder will ensure that practice procedures are fully followed and documented as appropriate as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, Infection Control policy and published cleaning rotas and schedule. This will include (but will not be limited to):

- Awareness of practice standards of infection control and cleanliness and an understanding of good practice guidelines
- Ensure full use of Personal Protective Equipment (PPE) following practice guidelines
- Ensure only correct and authorised cleaning substances are used
- Ensuring that cleaning schedules and related instructions are strictly adhered to
- Ensuring that occasional “one-off” cleaning needs are dealt with according to recognised best practice procedures
- Identify own training needs, ensuring own training in infection control and cleaning techniques / equipment usage / waste and sharps handling is maintained up to date, liaising with the appropriate manager as necessary
- Monitoring practice facilities and equipment in relation to infection control, ensuring that provision of hand cleansing facilities, wipes etc are sufficient to ensure a good clinical working environment. Lack of facilities to be escalated as appropriate.
- Safe management of sharps including storage and disposal
- Ensuring proper own hand hygiene procedure
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Escalation of issues to responsible management
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and escalating issues as needed
- Undertaking periodic infection control training (minimum twice annually)
- Waste management including collection, handling, segregation, container management and storage
- Spillage control in accordance with practice procedures
- Maintenance of sterile environments
- Reporting potential risks identified.
- Ensuring that COSHH Data Sheets are available for all substances as appropriate especially those with hazard symbols.
- Ensuring that cleaning substances are returned to the cleaning store cupboard immediately after use and prior to staff using the building. Cleaning materials and substances are not to be stored under sinks, on work surfaces, window ledges etc as this may result in inappropriate use by untrained staff

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development if necessary
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
- Mandatory training required of all employees of Beechfield Medical Centre

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate, and in particular take a major role in the annual Infection Control Audit [* see Infection Control Checklist] jointly with the practice manager and the infection control nurse