

## Modbury Health Centre

### Cleaner job description & person specification

<b>Job Title</b>	Cleaner
<b>Line Manager</b>	Deputy Practice Manager
<b>Accountable to</b>	Practice Manager
<b>Hours per week</b>	15 over 5 days

#### Job Summary

To deliver a full cleaning service within the practice, at the set-down times, in line with extant policies and procedures, ensuring a clean environment for patient care, in accordance with the NHS national Specification of Cleaning Standards.

#### Generic Responsibilities

All staff at Modbury Health Centre have a duty to conform to the following:

##### **Equality, Diversity & Inclusion**

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

##### **Safety, Health, Environment and Fire (SHEF)**

This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

### **Confidentiality**

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

### **Quality & Continuous Improvement (CI)**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

### **Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Deputy Practice Manager.

### **Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and

complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

### **Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

### **Service Delivery**

Staff at Modbury Health Centre must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

### **Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

### **Professional Conduct**

At insert practice, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

### **Leave**

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of insert number days leave each year, and should be encouraged to take all of their leave entitlement.

### Primary Responsibilities

The following are the core responsibilities of the cleaner. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

- a. Ensure where applicable areas are:
  - Vacuumed
  - Damp mopped
  - Damp dusted
  - Glass and mirrors cleaned
  - Tiled areas washed
  - Painted surfaces cleaned
- b. Safely empty and subsequently clean clinical and general waste bins, ensuring waste is placed in the appropriate receptacle
- c. Adhere to the periodic cleaning schedule, ensuring all activities are completed
- d. Use cleaning equipment in a safe and effective manner, adhering to manufacturer's instructions
- e. Replenish all consumable items (hand towels, toilet roll etc.) as required
- f. Adhere to the colour coding system for cleaning equipment at all times, seeking appropriate guidance if required
- g. Ensure all cleaning materials are stored in a safe and secure manner, adhering to COSHH, H&S and other legislative acts and guidance
- h. As required, undertake legionella flushing of systems within the practice
- i. Report any faulty equipment to line management in a timely manner
- j. Report any defects found during the cleaning process to line management in a timely manner

### Secondary Responsibilities

In addition to the primary responsibilities, the cleaner may be requested to:

- a. Support new members of staff on an as required basis
- b. Support the practice team as requested with general tasks

The person specification for this role is detailed overleaf:

Person Specification – Cleaner		
Qualifications	Essential	Desirable
Basic standard of general education	✓	
City & Guilds Leve 2 or a related cleaning qualification		✓
Experience	Essential	Desirable
Experience working with the general public	✓	

Experience working in a healthcare setting		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Effective communication skills (written and oral)	✓	
Basis IT skills	✓	
Ability to work as a team member	✓	
Good interpersonal skills	✓	
Ability to follow policy and procedure	✓	
Ability to effectively manage stock		✓
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
High levels of integrity and loyalty	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.