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## DOMESTIC ASSISTANT PERSON SPECIFICATION & JOB DESCRIPTION

### DOMESTIC ASSISTANT JOB SUMMARY

The Domestic Assistant will aid GPS clients through long-term, ad-hoc and fixed-term contracts to provide cleaning services of the highest standard.

The Domestic Assistant will ensure the client provider premises are kept clean, tidy and ensure it meets the necessary standards of Infection, Prevention and Control.

### DOMESTIC ASSISTANT PERSON SPECIFICATION

The person specification provides a list of essential and desirable skills and competencies that a candidate should have in order to perform the job.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Academic/ Vocational Quali- fications	<ul style="list-style-type: none"> <li>No formal qualifications are necessary as full training will be given.</li> </ul>	<ul style="list-style-type: none"> <li>City and Guilds Level 1 Cleaning and Support Services.</li> <li>Any other relevant qualification.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>No experience necessary as full training will be given.</li> </ul>	<ul style="list-style-type: none"> <li>Working in a healthcare environment.</li> <li>Working in a similar/domestic role previously.</li> <li>Experience of working with cleaning equipment.</li> <li>Working in a customer/patient focussed role.</li> </ul>
Knowledge/ Skills	<ul style="list-style-type: none"> <li>Understanding of what the role will entail.</li> <li>Understanding the use of cleaning equipment/activities.</li> <li>Effective communication skills both verbally and written to Level A2 of the Common European</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of NHS National Specification of Cleaning Standards, COSHH ((Control of Substances Hazardous to Health), Patient Led Assessments of the Care Environment (PLACE)</li> </ul>

	<p>Framework of Reference for Languages.</p> <ul style="list-style-type: none"> <li>• Able to make judgement and decisions on regular or reoccurring cleaning issues.</li> <li>• Ability to operate the relevant equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of cleaning equipment and colour coding.</li> <li>• Basic IT Skills.</li> </ul>
Qualities/ Attributes	<ul style="list-style-type: none"> <li>• Committed to providing high standards all of the time.</li> <li>• A hardworking, dedicated and an effective team member.</li> <li>• Flexibility when required</li> <li>• Ability to multi-task and plan work</li> <li>• Able to travel between practices to cover if necessary.</li> <li>• Excellent time keeping.</li> <li>• Reliability.</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• Willingness to undertake assessment and complete further training or qualifications.</li> <li>• Willingness to adapt and learn new skills.</li> <li>• Ability to recognise and handle challenging situations in a calm and professional manner.</li> </ul>	

## JOB RESPONSIBILITIES

### Daily jobs

- Vacuum all areas of the surgery that have been in use.
- Empty bins and paper shredder into the correctly coloured bags:
  - Clinical waste – yellow sacks (full sacks to be left outside in wheelie bin).
  - Re-cycling paper – blue sacks.
  - Household waste – orange sacks (to be used sparingly).
  - Shredding material – either blue or black sacks.
- Clean all sinks and working surfaces that have been in use.
- Clean and disinfect all toilets.
- Damp dust all surfaces that have been in use.
- Tidy rooms ready for use.
- Notify practice manager of any breakages or hazards.
- Wash up items in consulting rooms and the common room.
- Clean worktop surfaces in kitchen.

- Wash floors in treatment/consulting rooms.
- Check towels and replace as necessary, tea towels to be changed daily.
- Collect all instrument buckets.
- Maintain supplies of coffee/tea/sugar/juice for the common room.
- Maintain supplies of cleaning materials.
- Disinfect all patient couches twice weekly.
- Turn off lights, set alarm and lock surgery when leaving.

### **Weekly jobs**

- Polishing furniture and reception desk.
- Clean telephones with cleaner provided.
- Check stock of cleaning materials and leave a note for the practice manager.
- Clean entrance doors.
- Defrost fridge & clean any kitchen cupboards that need attention.
- Spot clean any carpet stains.
- Empty vacuum bag.
- Send towels to laundry.
- Put rubbish out for collection on correct day.

### **Monthly jobs**

- Clean inside of any windows that need attention.
- Check and wash plastic toys.

### **Annual jobs**

- Liaise with management regarding carpet cleaning (contractors used).
- Check and wash any curtains or nets.
- Arrange "spring" cleaning schedule.

Undertake any other cleaning tasks that may occasionally be required, prior notification will be given, and overtime paid at the hourly rate.

### **CONFIDENTIALITY**

- In the course of seeking treatment, service users 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 workers will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to service users and their carers, and other healthcare workers. They may also have access to information relating to client provider / GPS as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to service users, 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.

## **HEALTH & SAFETY**

The post-holder will ensure that GPS 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 GPS 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 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 / service user areas are 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 GPS 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 workers.

## **EQUALITY AND DIVERSITY**

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

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with GPS 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 GPS as part of this appointment, 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.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

### **QUALITY**

The post-holder will strive to maintain quality, 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 service user 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 service users and carers.
- Recognize people's needs for alternative methods of communication and respond accordingly.

### **OTHER DELEGATED DUTIES**

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder.