

YORKLEY & BREAM SURGERY

Yorkley Health Centre and Bream Surgery

Cleaner Job Description

Job Title	Cleaner
Line Manager	Operations Manager
Accountable To	Operations Manager
Hours:	10 Hours per week – or less if job share
Monday Tuesday Wednesday Thursday Friday	6.00 pm – 8.00 pm 6.00 pm – 8.00 pm 6.00 pm – 8.00 pm 6.00 pm – 8.00 pm 6.00 pm – 8.00 pm Job share applicants welcomed; minimum of 2 days per week
Location:	• Yorkley Health Centre – Main area of work • Yorkley Health Centre and Bream Surgery – when providing cover

1.0 Job Purpose

To be responsible for undertaking a wide range of cleaning duties, to ensure that the standard of cleanliness within the organisation is implemented and maintained, ensuring a clean environment for patient care in accordance with the [National Standards for Healthcare Cleanliness 2021](#). Detailed information relating to the expected standards are contained within the Cleaning Standards and Schedule .

A schedule of cleaning has been added to each area throughout the organisation. The cleaner is to maintain detailed records of activity for regular and robust cleaning audits.

To correctly dispose of waste in accordance with the Waste Management guidelines, whilst also considering the organisation's obligations complying with environmental and sustainability initiatives.

To maintain good communications with both the Operations Manager, Business Manager and the Practice Manager.

This job description 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.

2.0 Mission Statement

We aim to treat all our patients with dignity within a safe and supportive environment, enabling patients to make informed choices about their care. We are inclusive in our approach and our staff are well trained and motivated to carry out their duties to high standards with integrity and compassion. We are approachable and responsive, valuing the input from our staff and outside agencies. Patient health is at the heart of what we do, we are keen to promote good health as well as protecting it and offering a learning environment to staff as well as patients.

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3.0 Main Duties and Responsibilities

The following are the core responsibilities of the cleaner.

- a. To maintain cleaning standards using the recognised quality control procedures as detailed within the National Standards of Healthcare Cleanliness 2021.
- b. For auditing purposes, to maintain robust cleaning records to detail activity
- c. To follow the cleaning schedule as promulgated in the Cleaning Standards and Schedule Policy.
- d. To ensure that the correct cleaning methods are observed.
- e. To use cleaning equipment in a safe and effective manner, adhering to manufacturers' instructions.
- f. To replenish all consumable items (hand towels, toilet roll, etc.) as required
- g. To remove general waste in accordance with the Waste Management guidelines and in consideration of the organisation's Environmental and Sustainability guidelines.
- h. To always adhere to the colour coding system for cleaning equipment, seeking appropriate guidance if required.
- i. To ensure all cleaning materials are stored in a safe and secure manner, adhering to COSHH, HASAW and other legislative acts and guidance.
- j. To maintain communication and report any faulty equipment or defects to the Operations Manager as soon as practically possible.
- k. To participate in cleanliness audits and follow audit action plans to rectify any identified areas for improvement.
- l. Support new members of staff as required.
- m. Support other members of staff as requested.

4.0 Generic Responsibilities

All staff at Yorkley and Bream Surgery have a duty to conform to the following:

4.1 Equality, Diversity & Inclusion (ED&I)

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.

4.2 Safety, Health, Environment and Fire (SHEF)

This Practice is committed to supporting and promoting opportunities 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.

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4.3 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.

4.4 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.

4.5 Induction Training

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

4.6 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.

All staff are responsible for completing allocated mandatory training, which may change from time to time in line with guidance or legislation.

4.7 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.

4.8 Service Delivery

Staff at Yorkley and Bream Surgery 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. Copies of policies can be accessed via the staff intranet or external website or via your manager. The Practice operates a policy which promotes a smoke free environment.

4.9 Security

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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.

4.10 Professional Conduct

At Yorkley and Bream Surgery, 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.

4.11 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 5.6 weeks leave each year pro rata and should be encouraged to take all of their leave entitlement. Bank Holiday time will be apportioned separately depending on days of week worked and offered as additional hours to be taken off.

4.12 Risk Management

All staff will follow risk management policies and procedures at all times. All staff are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard you should report it to your manager/ supervisor at once using the Practice incident reporting process. If in doubt you should speak to your manager for guidance.

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested, to co-operate with any investigation undertaken. All staff must use the safety equipment provided and report any defects to their manager. You must attend risk management training as directed by your manager.

If you are a manager or have line management responsibilities for staff, a department or area of work, you are responsible for the risk management issues in that area. In conjunction with risk management, you will ensure that there is an annual risk management audit in your area, risks are identified on the local risk register and that where necessary, an action plan eradicating risks is drawn up and implemented.

4.13 Protection of Children and Vulnerable Adults

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Practice procedure for raising concerns about the welfare of anyone with whom they have contact.

The Practice believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all, by a commitment to practice which protects them.

4.14 Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Practice to provide high quality services.

4.15 Infection Prevention and Control

The Practice is committed to reducing Healthcare Associated Infection. All employees are expected to comply with Infection Prevention and Control Strategies. All Practice staff are responsible for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any

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problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Practice.

4.16 Appraisal and Personal Development

The Practice is committed to lifelong learning for all staff and has put in place an appraisal and development infrastructure. All employees have a responsibility to participate in an appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs in order to meet the agreed performance standards.

4.17 Information Governance

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be attributed to an individual.

The post holder must adhere to information governance policies and procedures including the Data Protection Act, Caldicott principles, NHS Code of Confidentiality, Records Management, NHS Code of Practice Parts 1 and 2. Managers have a responsibility to ensure that their staff are equipped with the necessary tools to use in the implementation of information governance.

4.18 Records Management

The post holder has a responsibility to adhere to the standards defined within policies in the creation, use, closure, retention, and disposal of records. The types of record held may consist of patient or staff records, administrative records, photographs, audio and tapes, e-mails, electronic and scanned records and text messages.

4.19 Data Quality

The Practice is committed to producing relevant and reliable data and information to support decision making, manage performance and provide evidence to demonstrate compliance with CQC standards. The post holder is responsible for ensuring any data and information recorded by the individual complies with the Data Quality Policy.

4.20 Financial Instructions

Budget management and control is an element of each member of staff's job description where they are designated as being budget holders. The post holder must comply with the Financial Standing Orders, Standing Financial Instructions and Scheme of Delegation as appropriate to this role.

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Date Issued to Employee:	
Issued By:	
Signed by Employee:	
Dated:	

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Person specification – Receptionist		
Qualifications	Essential	Desirable
Any related cleaning qualification (or working towards)		✓
Experience	Essential	Desirable
Previous experience in a similar role		✓
Experience of working in a healthcare setting		✓
Skills	Essential	Desirable
Knowledge of COSHH and HASAW requirements		✓
Ability to work on own initiative and as part of a team	✓	
Good interpersonal skills	✓	
Ability to follow policy and procedure and prioritise workload	✓	
Ability to effectively manage stock	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Effective team player and member	✓	
Flexible and cooperative	✓	
Motivated	✓	
High levels of integrity and loyalty	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Ability to support the team and work additional hours to cover absent reception colleagues	✓	