

Job Description

Job Title	Surgical Centre Assistant
Department	Fortius Surgical Centre
Line Manager	Ward Manager
Location	Fortius Surgical Centre, 18 Bentinck Street, London, W1U 2EU
Contract type	Permanent – 30 hours a week
Salary	£16,000 plus benefits

Purpose of Job

The surgical centre ward assistant is responsible for ensuring that the centre is clean and tidy at all times throughout the day, especially on the ward where there may be a quick turnaround of patients. Patient rooms and pod areas will need quick and efficient cleaning to allow the business and patient journey to run smoothly.

Ensure staff and patient hospitality is well provisioned and efficiently managed. Emphasis is placed on the quality of a discrete and courteous service that is expected of all Fortius staff.

Dimensions

Responsible for all areas of the Fortius Surgical Centre i.e. the ward, staff rest rooms and changing areas, reception and public facilities. The facility will be professionally cleaned every evening however the ward assistant will be responsible for maintaining this high level of cleanliness and tidiness throughout the day and to assist with general duties.

Healthcare assistants, clinical and reception staff will also assist in maintaining tidiness levels but it is the ward assistant's responsibility to oversee and ensure a high-quality service.

Principal Accountabilities

- Assist with cleaning rooms, pod areas and bathrooms after patients have been discharged. Ensure trolleys and beds are clean and ready for use
- Empty bins both clinical and domestic waste and move to sluice areas.
- Assist with the laundry delivery and unloading into the laundry cupboard. Ensure linen and theatre scrub suits stock levels are maintained. Liaise with Linen company if any issues arise.
- Keep all areas (excluding sterile areas) of the surgical centre clean and tidy, this includes washing up, loading, and unloading the dishwasher, dusting and polishing, emptying bins and sweeping/vacuuming as necessary. Reception area-to collect used crockery, clean and return. Theatre area – cleaning touchpoints e.g. door handles, green access buttons etc
- Maintaining cleanliness of staff and patient toilets.
- Manage the stock levels of paper towels, toilet paper, and hand soap and inform Materials Manager when re- ordering is required.

- Responsible for ordering patient and staff food and ensuring adequate stock levels. Ensuring that the order is cost effective without compromise. Will involve use of Ocado and SICON for ordering food/stocks.
- Take patient food orders prior to surgery
- Collect lunch orders and collect
- Serve lunch orders, assist patients where necessary and to return in the timely manner to remove the tray
- Remove trolleys from the pods and take to theatre once patient has vacated pod area
- Monitoring and refreshing hygiene facilities regularly throughout the day ensuring that they are tidy, clean and well provisioned
- Help and ensure the safety and wellbeing of visitors and staff within the clinic
- Observe and report and issues with health and safety or maintenance problems to facilities team
- Have a close working relationship with the ward staff, to be visible and available to assist the ward staff. You will also have a relationship with the materials manager and the housekeeping teams in the other Fortius facilities.

Knowledge and Experience

You should have at least 1 years' experience of housekeeping preferably dealing with the public in a clinical or hospitality setting. You should be comfortable, confident and clear in your communication with a wide variety of stakeholders including visitors, patients, consultants, wards and theatre staff as well as colleagues and suppliers to the clinic.

Qualifications/ Skills/ Experience	Essential	Desirable
1 years' experience of housekeeping	X	
Clinical / hospitality experience		X
Fluent communicator in both written and spoken English	X	
Well organised and methodical	X	
Numerate, aware of the cost and longevity of consumables and managing them efficiently	X	
Discrete, able to work quietly and maintain the confidentiality of patients and visitors.	X	
Observant able to spot faults, spills and general disorder and swift rectify them.	X	
Flexible, happy to deal with spills or dirt when they occur	X	
Strong team player	X	
Meticulous attention to detail	X	
Friendly and confident manner	X	
Some IT experience		X

This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review.

Equality & Diversity

All Fortius employees must have respect for every individual, treating everyone with dignity, courtesy, fairness and consideration, and welcoming and accepting differences between people. It is the responsibility of every employee to work towards the elimination of all discrimination and prejudice.

Health & Safety

All Fortius employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable Fortius to meet its own legal duties.

Infection Control

It is the responsibility of all staff to recognise their role in maintaining a safe environment for patients, visitors and staff to minimise the risk of avoidable Healthcare Associated Infection. Employees are responsible for ensuring that they are fully aware of the Fortius Infection Prevention and Control policies.

Quality Governance

All Fortius employees must adhere to Fortius policies and procedures and seek advice on these when in doubt as to their scope and applicability. Employees are specifically reminded that they must respect the confidentiality of all information they have access to during their employment including personal data.