

Job Profile

General Services/Nightworker

Reports to: Support Services Manager

Accountable to: 

Responsible for: No line responsibility for staff

Job Summary: The post holder is responsible for ensuring a high level of security and general support service for all patients, relatives and staff and also for maintaining a safe, secure and clean environment in all areas of the Hospice under the instruction of the Facilities Manager.

Quality of Service

- To deliver an appropriately high level of Support Services to all patients/relatives and staff.
- Flexibility to support the on-going needs of the service, with a requirement to undertake other roles within the department at the request of the organisation.
- To support the team covering shifts of colleagues for holidays and sickness.
- Maintain a smart and presentable appearance at all times.

Security

- On arrival report to Nurse in Charge and handover 2-way radio for communication throughout the shift.
- Take handover information/messages from 6-9 Reception Volunteer then escort them (where required) to the Volunteers Car Park.
- Collect Nightworker's bunch of keys from the office and assume responsibility for them throughout the shift.

- Take responsibility for lock up procedures for all buildings/Departments ensuring all doors/windows are secure before setting and monitoring of alarm systems and taking any remedial action as appropriate.
- Deactivate alarms as appropriate at 6.30 a.m. daily.
- Take responsibility for day to day operation of the CCTV system including, testing system playback, cameras and monitoring, reporting all problems, failures to the Facilities Manager.
- Escort Nursing staff off the premises as required ensuring front door bolted and locked.
- Monitor whereabouts and activities of all visitors/relatives throughout the night ensuring no inappropriate doors/windows left open.

Support to Night Nursing Staff

- Receive visitors/relatives who may be called out of hours. React in a sympathetic, caring and appropriate manner on their arrival.
- Offer light refreshments when required to visitors/relatives who are at the Hospice outside of normal visiting hours.
- Take responsibility for setting up beds for overnight stays in liaison with Nurse in Charge.
- Arrange taxis, where requested, for visitors/relatives out of normal visiting hours.
- Respond to occasional requests from Nurse in Charge to pick up bloods etc from the hospital.
- Assist Nurse in Charge/Hospital security with coercion/restraint of any problem individuals.
- Liaise with Hospital Security Team re any incidents/potential threats etc.
- Assist Nursing Staff, when requested, to monitor patients when smoking (either in person or if preferred via CCTV)
- Respond to 2-way radio calls immediately.
- Retrieve 2-way radio from Nurse In Charge and return keys to the office.

- Handover to Facilities Manager (Monday – Friday morning) Nurse in Charge (Saturday/Sunday morning)

Maintenance

- Carry out day to day repairs as required and complete general maintenance tasks as per pre arranged schedule, all findings are to be documented in the log and any issues reported to the Facilities Manager.

Administration

- Ensure compliance with:-
 - Health and Safety at Work Act
 - Regulatory Reform (Fire Safety) Order 2005
 - Hospice internal Policies & Procedures as determined by the Board of Trustees
- Submit own administration monthly returns eg time sheets, expenses claims, holiday requests via SMI etc in a timely manner.

Communication

- Complete Message Book for maintenance as appropriate
- Ensure full and appropriate handovers daily to/from Facilities Manager/Nurse in Charge.
- Attend meetings (daytime) as required inc Facilities Team Meetings/Training Sessions.

Learning and Development

- Undergo such training and instruction as may be required to competently carry out the needs of the job.
- All employees are required to attend/complete/pass all training and E Learning as appropriate to their role.
- To undertake such training required to enhance Fire Safety as Hospice Fire Warden.
- To undertake such training required to enhance Health and Safety as a hospice First Aider.

Other

- Actively promote the Hospice activities when the opportunity arises.
- Support the activities of the Facilities Team at Fundraising Events whenever possible.

**Wirral Hospice St. John's
Person Specification
Night Worker**

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Clean Driving Licence 	
Attributes	<ul style="list-style-type: none"> • Basic DIY skills 	<ul style="list-style-type: none"> • Healthcare setting 'Constraint training'. • Familiarity with Microsoft Office, e-mail and the internet.
Knowledge	<ul style="list-style-type: none"> • Health and Safety Regulations 	<ul style="list-style-type: none"> • Voluntary Sector • Healthcare Setting • Terminal Care.
Personality	<ul style="list-style-type: none"> • Excellent communicator • Patient • Totally reliable • Conscientious • Team player • Sense of humour • Empathy to patients with terminal illness 	
Motivation	<ul style="list-style-type: none"> • Enthusiasm • Confident • Committed • Caring attitude to patients/carers • Flexible • Adaptable 	

