

JOB DESCRIPTION

JOB TITLE: Weekend Caretaker
ACCOUNTABLE TO: Practice Manager
SUPERVISED BY: Practice Manager/Facilities Manager
HOURS OF WORK: 3 hours per week on alternate Saturday's

The Practice operates from 8 am until 6.30 pm on Saturday's. The hours of work will incorporate opening up at 8.00 am and closing at 6.30 pm and being available for tenants to call between those hours should they encounter a problem whilst using the building. You would be expected to complete your work within 2 hours but would be paid for 3 hours regardless to reflect being available to tenants between 8.00 am and 6.30 pm. Any actual extra hours worked over and above 3 per day should be claimed as extra hours.

START DATE: TBA
PROBATION PERIOD: Twelve months

The Practice Philosophy is:

- Comprehensive patient-centred care.
- Welcoming environment for patients
- Well motivated, caring and efficient team

AIMS OF THE POST:

To provide a responsive and friendly service to building users, both patients and tenants, whilst maintaining a professional manner at all times. To work as an effective member of the practice team, helping the Partners and staff to provide the highest possible quality of care to patients. To be polite and willing to help at all times.

To provide a comprehensive service to our weekend tenants. To ensure strict confidentiality at all times.

Good communication is extremely important within the practice, with tenants and with outside agencies and the post-holder will be expected to help ensure that everyone who comes into contact with it holds the practice in high regard. Absolute discretion is required in protecting patient confidentiality.

The post-holder will be required to work flexibly, to cover the building during Saturday opening hours, providing a meet and greet service to tenants whilst having a working knowledge of the building and aspects relating to its general smooth running.

Major duties and responsibilities of the post are included in the role competency guide attached.

ROLE COMPETANCY MEASUREMENT GUIDE

Major duties and responsibilities of the post:

These are the measurements for competences which you should be aiming to achieve and which will be reviewed through probation and for appraisals.

Tenants

1. Deal with tenants in a courteous and efficient manner
2. Act as a point of contact for tenants during the hours of 8.00 am to 6.30 pm on Saturday's
3. Induct new clients in IT and Fire Safety, including evacuation
4. Liaise with the Hub and Endoscopy team and the Hub security guard
5. Collect the clinic lists and the day's instructions left by the Facilities Manager
6. Ensure confidentiality of information (written/electronic/oral) is preserved at all times, inside and outside of workplace
7. Ensure compliance of the Data Protection Act 1998
8. Deal with problems and complaints promptly, professionally, with empathy and following Facilities protocol

Very Good	Good	Needs Improvement
Personable with a kind and professional manner. Confident to deal with difficult tenants Able to confidently deal with all aspects of query and follow through to resolution	Personable with a professional manner. Able to deal with difficult situations Even though not able to meet all needs the tenant is re-assured and able to continue with their work	'Customer Service' skills still need work. Not confident dealing with difficult situations Refers onto Practice Manager/Facilities Manager too soon

Building

9. To ensure the building is unlocked and subsequently locked securely when the Hub or Endoscopy tenants are not in and able to open and close up. Opening of second floor access doors.
10. To demonstrate ability to unset and set the alarm.
11. Put out appropriate signage
12. Set up meeting rooms and prepare hot water flasks if required.
13. Have a working knowledge of the IT in the meeting and consulting rooms in order to trouble shoot login issues.
14. Have a working knowledge of the coffee machine in order to restock and trouble shoot any issues.

Very Good	Good	Needs Improvement
Proficient and confident in being able to secure the building Proficient and confident in setting and un-setting the	Proficient in securing the building Proficient in setting and un-	Not confident with the building security. Not confident dealing with the

building alarms	setting the alarms	alarm systems
Identifies issues and consistently finds solutions to enable tenants and users to continue working	Knows when and where to seek help	Refers to other staff too much

Health and Safety

15. Empty waste bins and leaves the waiting, consulting, meeting rooms and staff kitchen ready for practice use on the Monday morning.
16. Deal with any spillages and blockages and refer on to Practice Manager/Facilities where appropriate.
17. Report to Practice Manager or Facilities Manager any Health and Safety or operational issues.
18. Follow procedures to comply with Health and Safety standards, including COSHH where appropriate to ensure the safety of staff, patients, visitors and premises.

Very Good	Good	Needs Improvement
Consistently and conscientiously leaves the building ready for use on the Monday morning	leaves the building ready for use on the Monday morning	Occasionally doesn't complete tasks and leaves issues for the Monday staff to deal with.
Consistently and conscientiously provides help to tenants and building users to resolve blockages and spillages	Clears spillages and blockages	Often refers on to Practice Manager/Facilities Manager
Identifies health, safety and operational issues and communicates these in a timely fashion to Practice Manager/Facilities Manger	Is aware of health, safety and operational issues and deals with them appropriately	Doesn't always recognise health and safety issues or operational difficulties. Doesn't always report back to Practice Manager/Facilities Manager

Other

The list of duties is not exhaustive and the post-holder may be required to carry out other duties as necessary.

Person specification

	Must have	Desirable but not essential
Caretaker or Facilities experience		√
Confidence dealing with the general public	√	
Able to multitask	√	
Able to work the desired hours and flexible enough to work extra occasionally	√	
Some IT skills		√
Able to take responsibility	√	
Some practical skills		√

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MEDICAL PRACTICE

Signed on behalf of the practice:

Date:

(Print Name:

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Signed by employee:

Date:

(Print Name:

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