

COMPETENCE TEMPLATE - HOSPITAL CLEANER

PART 1 : OCCUPATIONNAL ACTIVITIES

PROFESSIONNAL ACTIVITIES

FUNCTIONS	Activities	tasks	Resources (documents, equipment, ...)	Chain of command
1 - Preparation of the cleaning	Taking of samples before starting work	<ul style="list-style-type: none"> - Taking of samples - Use of devices to measure and observe 	Sampling protocols/procedures. Measuring and observation devices. Sampling and labelling equipment. Individual and collective safety supplies. Regulations, safety rules, standards, technical documents.	Self-sufficient
	Identification of the materials, the dirty marks, deteriorations and	<ul style="list-style-type: none"> - Assessing the level of cleanliness or deterioration of the surfaces to clean, of the premises before starting cleaning 	Results and tests of the samples. Individual and collective	Self-sufficient

	malfunctions Measurement and assessment of the level of dirtiness	<ul style="list-style-type: none"> - Collection and interpretation of the measures and observations - Analyzing the malfunctions of the installations to clean and (or) to disinfect 	safety supplies. Regulations, safety rules, standards, technical documents. Operating documents	
	Choosing the methods of work and the means to use. Preparing and checking the supplies, the equipment, the cleaning products and the working site	<ul style="list-style-type: none"> - Identification of the materials found on the working site - Choice of the methods of work and the means to use according to the material and the defined task. - Organization of the interventions according to the restraints. - Checking and preparation of the supplies and the equipment necessary for the activity. - Checking and preparation of the individual and collective safety supplies. - Choice, preparation and measure of the cleaning products necessary for the activity. - Organization of the job. 	Supplies and equipment to achieve the activity which is planned Individual and collective safety supplies. Illuminated signs, beacon equipment. Cleaning products Regulations, safety rules, standards, technical documents. Operating documents	Self-sufficient
2 - cleaning	Standard cleaning : removal of dust, washing, drying, shining, spray method	<ul style="list-style-type: none"> - Starting up and stopping of the supplies according to the protocols. - Carrying out of the technical processes : removal of the dust, washing and drying, shining, spray method. - Implementation of the safety rules and supplies adapted to the hazards and to the potential causes of accidents according to the 	Supplies and equipment Cleaning products Cleaning procedures and protocols Instructions for use (supplies and equipment) Technical notes for cleaning products Individual and collective	Self-sufficient

	<ul style="list-style-type: none"> instructions given. Implementation of the means and measures which allow to protect environment quality. 	<p>safety supplies</p> <p>Regulations, safety rules, standards, technical documents.</p>	
Cleaning of any kind of surface : stain removal, cleansing, scalling, injection-extraction, protection, shampooing, foam cleaning, high pressure cleaning, steam cleaning.	<ul style="list-style-type: none"> Starting up and stopping of the supplies according to the protocols. Carrying out of the technical processes : stain removal, cleansing, scalling, injection-extraction, protection, shampooing, foam cleaning, high pressure cleaning, steam cleaning. Implementation of the safety rules and devices adapted to the hazards and to the possible causes of accidents according to the instructions given. Implementation of the means and measures which allow to protect environment quality. 	<p>Supplies and equipment</p> <p>Cleaning products</p> <p>Cleaning procedures and protocols</p> <p>Instructions for use (supplies and equipment)</p> <p>Technical notes for cleaning products</p> <p>Individual and collective safety supplies</p> <p>Regulations, safety rules, standards, technical documents.</p>	Self-sufficient within the scope of the work which has been ordered
Carrying out of decontamination, predisinfection, disinfection and supplies packaging processes	<ul style="list-style-type: none"> Preparation of the equipment and the products to sterilize : <ul style="list-style-type: none"> ➤ Carrying out of the predisinfection processes. ➤ Carrying out of the processes related to the washing of the disinfected equipment ➤ Carrying out of the packaging processes. ➤ Loading of the autoclave. Carrying out of the equipment, materials or products 	<p>Equipment, materials and products to sterilize.</p> <p>Devices to predisinfect or to disinfect.</p> <p>Equipment used for the predisinfection, the washing and the disinfection and the packaging.</p> <p>Chemical agents used for the predisinfection, the washing and disinfection</p>	Self-sufficient for the carrying out of the tasks under manager's control

	decontamination and disinfection processes by chemical agents.	of the equipment, the materials, products, premises or devices. Sterilization test Process protocols. Technical notes Treceability notes.	
Cleaning in a sensitive zone or in a high-risk zone	<ul style="list-style-type: none">- Starting up, use and stopping of the supplies according to the protocols.- Carrying out of the combined bio-cleaning and separated bio-cleaning technical processes.<ul style="list-style-type: none">➤ Carrying out of specific protocols according to the different levels of the high-risk zones (1,2,3,4)➤ Carrying out of specific protocols according to the field.- Implementation of the safety measures and devices adapted to the prevention of bio contamination risks.- Implementation of the safety rules and devices adapted to the professional hazards and to the possible causes of accidents according to the instructions given.- Implementation of the means and measures which allow to protect environment quality.	Premises of the different high-risk areas and working stations Specific equipment and devices Products Bio-cleaning procedures and protocols Instructions for use (supplies and equipment) Technical notes for cleaning products Individual and collective safety supplies Regulations, safety rules, standards, technical documents. Job description.	Self-sufficient for the carrying out of the tasks under manager's control

		<ul style="list-style-type: none"> - Implementation of controls. 		
	Cleaning, cleaning and disinfection, tidying of the equipment, supplies, accessories and products : end of the process.	<ul style="list-style-type: none"> - Cleaning or cleaning and disinfection and checking of the equipment, supplies and accessories. - Hitching of the equipment, supplies and accessories before a transport. - Cleaning and tidying of the devices and accessories. - Sorting out, packaging, removal of the waste and effluents. - removal of the beacons - Doing up of the area after the operation. 	Equipment, supplies and accessories Products Packaging procedures and protocols, removal of waste and effluents procedures and protocols. Technical notes for the products used. Individual and collective safety supplies Regulations, safety rules, standards, technical documents	Self-sufficient
3 – maintenance/repairing	Preventive maintenance and corrective maintenance (first and second level) of the means of production	<ul style="list-style-type: none"> - checking of the good working order of the equipment, supplies and accessories - standard maintenance of the equipment, supplies and accessories. - Dismantling and reassembly of simple parts or spares. - Recording of the maintenance operations carried out. 	Equipment, supplies and accessories Standard parts Tools Maintenance procedures Instructions for use for the equipment and supplies Maintenance instructions. Individual and collective safety supplies Regulations, safety rules, standards, technical documents Schedule for	Self-sufficient

			maintenance processes.	
	Launching of a corrective maintenance process.	<ul style="list-style-type: none"> - Spotting of a breakdown or a fault : possible search for the cause of the problem. - Request for a corrective operation which does not come within the remit of the cleaner. 	Equipment, supplies and accessories out of order . Premises with faults or deteriorations. Technical instructions for the equipment and supplies with a list of possible faults and breakdowns as well as the corrective actions. Individual and collective safety supplies. A note used to ask for an intervention.	Self-sufficient
4 –quality management (the hospital cleaner takes part in the quality management)	Technical recordings of the implementation of the quality process.	<ul style="list-style-type: none"> - Recording of the technical operations carried out, the results, the comments and measures. - Recording of the breakdowns or failures and of the maintenance operations carried out. 	Technical recording documents. Storage procedures Confidentiality procedures	Self-sufficient
	Self-checking of the practices	<ul style="list-style-type: none"> - Taking of samples on the premises, equipment and supplies. - Qualitative and quantitative assessment of the cleanliness of the surfaces, devices and places after the intervention. - Assessment of the good working order of the equipment after the repairing. 	Equipment to take samples. Observation and measuring devices. Individual and collective safety supplies. Regulations, safety rules, standards, technical documents. Operating documents	Self-sufficient or under the control of the foreman (according to the place of work)
	Dealing with the practices which do not meet the standards within the scope	<ul style="list-style-type: none"> - Interpretation of the samples and identification of the possible causes of the gaps 	Requirements : thresholds of tolerance, tolerance brackets for	Under the control of The foreman

	of one's activities.	<ul style="list-style-type: none"> - Request for an additional investigation. - Suggestion in order to rectify the practices. 	each test. Previous results	
5 - communication	Collection and handing over of the information which could improve the quality of the service provided to the user	<ul style="list-style-type: none"> - Getting in contact - Observation of the surface, the premises, the device which is going to be cleaned. - Dialogue with the user so as to determine the quality of the intervention. - Handing over of the information to the immediate superior. - Giving information to the users when it is necessary. 	Working situation Type of information Partners (user, customer, colleague) Documents to prepare the work. Operating documents	Self-sufficient
	Professionnal relations within the hospital	<ul style="list-style-type: none"> - Handing over of the information when there is a change of shift. - Training of a new employee with the same level of qualification or a lower level. - Report of the activity to the immediate superior. - Getting in contact with the immediate superior in the event of a gap between the user's request and the foreseen work. 	Technical means and job description Working situations Instructions of the hospital about the collection and the handing over of the information.	Self-sufficient

PART 2 : CORRESPONDANCE CHART: COMPETENCES (OCCUPATIONAL ACTIVITIES)

MAIN TASKS	ABILITIES	SKILLS
Functions 1 - 2 - 3 - 4 - 5	Getting information	Looking for technical information Understanding technical information Selecting, classifying and using information for professional purposes.
Functions 1 - 3 - 4	Analysing	Choosing the methods and means of the intervention Implementing an analysis of the hazards Assessing the efficiency of the activity in relation to the work which has been ordered.
Function 1	organizing	Preparing and checking the supplies, managing the working station Facing an unexpected situation
Functions 1, 2, 3, 4	Cleaning	Implementing cleaning in a sensitive zone or in a high-risk zone Implementing preliminary processes to sterilization.

Functions 1, 2, 3, 4, 5

	<p>Implementing surfaces standard cleaning</p> <p>Carrying out services which are linked with the main activity</p> <p>Ensuring the closing of the job and carrying out preventive and corrective maintenance processes.</p> <p>Implementing processes in order to improve the quality management.</p> <p>Implementing safety rules.</p>
communicating	<p>Ensuring relations with various partners : in-house and outer partners</p> <p>Being aware of one's position in the hospital</p>

PART 3 : KNOWLEDGE

1. APPLIED SCIENCES			
Chemistry	Biochemistry	Microbiology	Environment protection and ecology
<ol style="list-style-type: none"> 1. Water (its structure, properties, ionization ...) 2. Corrosion 3. Organic compounds that can be found while cleaning 	<p>The production and the role of L'adénosine-5'-triphosphate (ATP is a nucleoside triphosphate used in cells as a coenzyme)</p>	<ol style="list-style-type: none"> 1. Variety of the bacterial world 2. Morphology, structure and classification of bacteria 3. Living conditions of bacteria, increase in the number of bacteria. 4. Nutrition 5. Respiratory systems 6. Relations between the microorganisms and the guests 7. Vaccination and serotherapy 8. Anti-bacterial agents 	<ol style="list-style-type: none"> 1. What is ecology ? 2. Water resources and their protection 3. Air quality 4. Waste sorting

2. Bio-infection prevention and processing in high risk areas

High risk areas	Premises with a limited quantity of dust	Bio-infections	Bio-infection prevention and processing
<ol style="list-style-type: none"> 1. Organization of the hospital 2. Rules to clean premises 3. The Board to fight nosocomial infections 4. Hygiene restraints according to the hospital Department. 	The different types of rooms	<ol style="list-style-type: none"> 1. Origin 2. Types of infection 3. Bio-film 4. Health consequences of bio-infections 	<ol style="list-style-type: none"> 1. Staff's hygiene 2. Staff protection against the infection risk 3. Cleaning and disinfection of the floors, surfaces, walls and supplies. 4. Sterilization of the equipment using wet heat 5. Waste processing

3. Knowledge of the professional branch

Knowledge of the firms	Safety and Health
<ol style="list-style-type: none"> 1. Hygiene, cleanliness and environment branch 2. Quality management 	<ol style="list-style-type: none"> 1. Institutional rules for prevention 2. The main risks related to the professional activity and the way to prevent them. (chemical risks, fire, electrical risks, risks related to the use of supplies, risks related to the professional gestures, biological risks ...)

4.Technology				
Deteriorations, dirty marks and waste	Methods and Techniques	Supplies	Materials and coverings	Products
<ol style="list-style-type: none"> 1. Deteriorations (physical deteriorations due to wear and tear, burns ... - chemical deteriorations) 2. Dirty marks 3. Different types of waste 4. Dangerous and pollution effluents resulting from the cleaning process. 	<ol style="list-style-type: none"> 1. Definition of cleanliness, hygiene and bio-cleaning 2. Methods used to clean (Sinner circle, order of the tasks) 3. Techniques for standard cleaning 4. Techniques used for the processing and the protection of surfaces 5. Techniques used to measure, test and check. 6. Maintenance of the supplies 7. Techniques to fit out premises. 	<ol style="list-style-type: none"> 1. Hand supplies 2. Cleaning supplies 3. Measuring and checking devices 	<ol style="list-style-type: none"> 1. Physical and chemical properties 2. Classification of the materials 3. Different types of materials and coverings. 	<ol style="list-style-type: none"> 1. Cleaning products 2. Products for disinfection 3. Protection products 4. Other products or additives 5. Labelling and preservation of the products 6.

4. CORRESPONDANCE CHART : SKILLS/KNOWLEDGE

Skills	knowledge			
	Applied sciences	Bio-infection	Profess. branch	technology
Looking for technical information	X	X	X	X
Understanding technical information	X	X	X	X
Selecting, classifying and using information for professional purposes.	X	X	X	X
Choosing the methods and means of the intervention		X	X	X
Implementing an analysis of the hazards		X	X	X
Assessing the efficiency of the activity in relation to the work which has been ordered.		X	X	
Preparing and checking the supplies, managing the working station		X	X	X
Facing an unexpected situation		X	X	X
Implementing cleaning in a sensitive zone or in a high-risk zone	X	X	X	
Implementing preliminary processes to sterilization.	X	X		
Implementing surfaces standard cleaning	X		X	X
Carrying out services which are linked with the main activity		X		X
Ensuring the closing of the job and carrying out preventive and corrective maintenance processes.		X	X	X
Implementing processes in order to improve the quality management.		X	X	X
Implementing safety rules.				

<p>Ensuring relations with various partners : in-house and outer partners</p> <p>Being aware of one's position in the hospital</p>		X	X	X
		X	X	