

JOB DESCRIPTION

JOB DETAILS	
Job Title	Facilities Services Supervisor (Community)
Reports to	Assistant Community Facilities Manager
Band	3
Department/Directorate	Community Facilities, Estates and Facilities Management

JOB PURPOSE

The postholder is required to supervise the Facilities Services team and activities on a daily basis across a number of inpatient and non-inpatient community hospital sites within the Eastern Division of the Royal Devon University Healthcare NHS Foundation Trust as agreed with the Assistant Community Facilities Manager and Community Facilities Manager and will require the postholder to travel regularly between sites.

The postholder will be required to:

- Ensure adequate staffing levels are maintained in accordance with agreed rotas and shift patterns.
- Ensure compliance with client requirements and agreed delivery of service at all times.
- Take a seamless approach to the providing and supervising the delivery of patient catering services, delivering a clean environment, minor maintenance and working closely with the Assistant Community Facilities Manager and Ward staff to undertake any other specific tasks to support patient, visitors and staff requirements.
- Work closely with other departments and support services.
- Monitor and uphold quality standards, report deficiencies and take appropriate action as required.
- Comply with Trust Infection Control Policies and conduct their self at all times in such a manner as to minimise the risk of healthcare associated infection.
- Actively participate in the provision of high quality, cost effective service in order to comply with mandatory standards as set down in the national specification for cleanliness in the NHS, PLACE and CQC.

There is a requirement for the post holder to have a financial awareness and to manage the facilities services team and services within financial parameters set out by the Trust.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To maintain the Facilities service as planned and scheduled by the Assistant Community Facilities Manager and Community Facilities Manager and in line with Trust policy.
- The post holder is expected to comply with Trust Infection Control Policies and conduct their self at all times in such a manner as to minimise the risk of healthcare associated infection.

- To allocate staff to work in areas on a daily basis and ensure all areas are staffed by redeployment of staff during periods of high absence. Be prepared to undertake Facilities duties as and when required to support services.
- To ensure that all reported structural repairs required to the fabric of the building are forwarded to the appropriate department.
- Where appropriate, undertake such duties deemed necessary as directed by the Assistant Community Facilities Manager and Community Facilities Manager in order to ensure service provision is met.
- To contribute to and work within a safe working environment .

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Domestic, Catering, Portering (Community)

No. of Staff reporting to this role: between 70-80 staff across the 11 community sites, this will be between the Community Supervisors.

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Facilities Services Management Team • Facilities Supervisor Colleagues • Quality Assurance & Performance Team • Facilities Assistants • Site Practitioner team • Infection Prevention and Control • Ward Matrons • Ward Housekeepers • Heads of Department • Hospital Business Manager 	<ul style="list-style-type: none"> • Suppliers and Contractors • Patients • EHO

ORGANISATIONAL CHART



FREEDOM TO ACT

- To use own judgement and initiative when required to deviate from work schedule due to facts or situations which are not straightforward. Someone will be available for reference and on occasions work carried out might be checked.
- Respond to complaints where appropriate, escalating to Line Manager if unable to resolve.
- To observe the Trusts infection Control Policy at all times and include hand washing, barrier / terminal cleans and colour coding of cloths, mops and buckets.
- To maintain environmental hygiene and personal hygiene by wearing the correct full uniform at all times in accordance with the Trust Uniform and Dress Code Policy. This includes wearing the correct personal protective equipment when undertaking terminal cleaning duties.

COMMUNICATION/RELATIONSHIP SKILLS

- To attend and participate in ward meetings and staff Comm cells.
- Provide advice, instructions and training to groups of staff where the subject matter is straightforward, i.e. Facilities Service Team Leaders / Facilities Services Assistants.
- To maintain effective working relationships.
- Staff must conduct themselves in a professional manner at all times and be aware of patient's dignity and privacy when it comes to their personal information.
- To be able to work independently and as part of a team and be able to prioritise workload to meet the needs of the ward/department (meal service times take priority at certain times a day).
- To take part in day to day management discussions and periodic meetings to discuss ongoing issues and the development of the Community Facilities Services Department.
- Deal with all day to day correspondence within the department – initiating appropriate responses in order to provide patients, staff and other parties with required information.

ANALYTICAL/JUDGEMENTAL SKILLS

- Investigates problems such as stock issues and works through barriers to overcome this.
- To report faults on machinery and equipment as well as damage, faults etc. to the fabric of the building to the appropriate department.
- Ensure breakfast, lunch and supper food service is completed in line with best practice guidelines and operating procedures relating to specific dietary requirements due to allergens, intolerances or cultural and religious beliefs.
- HACCP checks, temperature probing and recording prior to meal service.

PLANNING/ORGANISATIONAL SKILLS

- Plan and adjust staff rotas as well as work schedules to ensure adequate cover is in place. Ensure timely authorisation of shifts and absence requests in line with Trust requirements.
- To participate in and ensure compliance with the requirements as set down in the National Standards of Cleanliness for the NHS, PLACE, EHO assessment actions.
- To complete daily Quality Control Monitoring rectification sheets as required by the Quality Assurance and Performance Co-ordinator and report back as necessary.
- To report and record any accident or incident in accordance with departmental/Trust procedures.
- To attend and participate in meetings as required.
- To ensure notice boards are tidy and contain up to date and relevant information.

PATIENT/CLIENT CARE

- Provides general non-clinical advice and information to patients and visitors including relatives as well as providing ancillary services such as cleaning, catering and portering services.
- Distribute menu cards to patients. Following counter signature by nursing staff ensure the patient receives the food choice as marked on the menu card. Any discrepancies raise with the nursing team.
- To respect the privacy and dignity of patients whilst carrying out duties and to engage with them, their family and visitors in a friendly and professional manner.
- To show understanding and compassion for patients and their visitors on a daily basis.
- To maintain complete confidentiality with regard to patient issues.
- Where appropriate, undertake additional duties as deemed necessary as directed by the Assistant Community Facilities Manager, Nurse in Charge or Ward Matron in order to assist the ward team in ensuring that patients' needs are met.
- To refer complaints to the nurse in charge and Facilities Management.
- To be aware of the need for utmost confidentiality in all areas.

POLICY/SERVICE DEVELOPMENT

- Implements policies for own work area and proposes changes to working practises/ procedures for own area of work.
- To have knowledge of, adhere to and carry out all COSHH policies and associated standard operating procedures.
- To ensure staff awareness and compliance with the Trust's Policy and Manual in relation to Facilities Services duties together with any local rules regarding codes of practice
- The post holder is required to familiarise and comply with all relevant Trust policies and procedures.
- To ensure the Trust food safety plan and follow HACCP principles are being adhered to
- The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for the safe use of equipment other than equipment used personally.
- Responsible for maintaining stock control and the security of such stock.
- To maintain and review the provision of in-house stores by ordering cleaning and catering supply's with recognition of the sites budget.
- To monitor and control wastage to agreed levels within all areas of responsibility whilst being proactive in the prevention of waste and maintenance of appropriate records as directed by management.

HUMAN RESOURCES

- To undertake the informal stages in relation to the promoting a positive working environment and supporting health and wellbeing at work policies with the support of the Assistant Community Facilities Manager as required.

- To provide first line management to staff regarding welfare and conduct issues. To maintain associated staff records and whilst respecting any confidence, bring to the attention of the Facilities Management any problems that may require further action.
- To regularly train and keep up to date with all Facilities Services Support staff in own work area; correct cleaning procedures, catering duties, patient associated duties in accordance with Statutory/local/departmental policies and procedures.
- To work with the Assistant Community Facilities Manager to organise and provide refresher training to all staff relating to facilities duties and all mandatory training as required by Trust guidance.
- To assist with the Recruitment, Selection & Training of staff as required by the Community Facilities Manager.
- To undertake regular appraisals for staff members.

INFORMATION RESOURCES

- Records personally generated information.
- Records timesheet hours on Healthroster for team.
- To maintain staff records associated with staff attendance in accordance with the Trust Policies in order to ensure internal and external audit requirements are met.
- To follow all administrative procedures for the Community Facilities Services department. Assist in the collation and preparation of information necessary for input in to completion Care Quality Commission standards.
- Completion of departmental administration and records including stock taking and catering returns.

RESEARCH AND DEVELOPMENT

- Undertake weekly cleaning and catering audits, produce reports and ensure that all failures are rectified in a timely manner liaising with clinical staff and the Estates department as necessary.

PHYSICAL SKILLS

- Standard keyboard skills.
- High level of dexterity required e.g. preparing food to deadlines.
- To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace. Always work in compliance with rules and working practices. Report all unsafe situations, incidents and accidents as appropriate.
- To observe the Trusts infection Control Policy at all times and include hand washing, barrier / terminal cleans and colour coding of cloths, mops and buckets

PHYSICAL EFFORT

- Required to stand and bend whilst cleaning high and low in specified areas.
- Some requirement to be sat at a desk completing admin duties
- Frequent requirement for light physical effort for several short periods during a shift, i.e. lifting and pushing items less than 15kg as well as moving equipment such as patient beds, catering trollies etc.

MENTAL EFFORT

- Frequent requirement for concentration, for example when using equipment or preparing patient meals, where generally the work pattern is predictable with few competing demands for attention.

EMOTIONAL EFFORT

- Occasional exposure to distressing or emotional circumstances.

WORKING CONDITIONS

- Occasional exposure to unpleasant working conditions, such as cleaning of bodily fluids.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

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Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING</p> <ul style="list-style-type: none"> Minimum GCSE grade A-C or equivalent in Maths and English (or equivalent) Level 3 CMI Team Leader/Supervisor qualification <u>or</u> equivalent demonstrable experience <u>or</u> willing to undertake and complete Level 3 CMI Team Leader/Supervisor qualification NVQ Level 2 Food Safety 	<p>E</p> <p>E</p>	<p>D</p>
<p>KNOWLEDGE/SKILLS</p> <ul style="list-style-type: none"> Effective interpersonal, organisational and communication skills Ability to manage own workload and to supervise the workload of others Ability to maintain accurate and timely records as required Ability to use monitoring systems and produce reports Ability to manage sickness / absence issues at informal stage Ability to manage performance issues at informal stage Proven IT skills to include Excel, Outlook and Word 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>EXPERIENCE</p> <ul style="list-style-type: none"> Previous team leadership experience or equivalent Previous experience in cleaning, catering (including preparation/presentation) and portering services Previous experience of an NHS or healthcare environment Previous customer care experience Previous experience of working to infection control and other Trust processes and procedures within a healthcare setting 	<p>E</p> <p>E</p>	<p>D</p> <p>D</p> <p>D</p>
<p>PERSONAL ATTRIBUTES</p> <ul style="list-style-type: none"> Ability to work under own initiative and organise workload accordingly to ensure service delivery within timescales Ability to work in a busy environment Ability to demonstrate a diplomatic, caring attitude whilst maintaining confidentiality Able to demonstrate good leadership skills Good decision making/problem solving skills Proven ability to deal with challenging behaviour 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<p>OTHER REQUIREMENTS</p> <ul style="list-style-type: none"> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations regularly as part of the role. Flexibility to rotate shift pattern if required and as needed. Willing to undertake training relevant to the post. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y			X	
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	Y		X		
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y				X
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y		X		
Driving (or alternative travel)	Y				X
Food handling	Y				X
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	Y		X		
Challenging behaviour	Y			X	