

JOB DESCRIPTION

JOB DETAILS	
Job Title	Monitoring Officer
Reports to	Operations Manager
Band	Band 3
Department/Directorate	Estates and Facilities Management

JOB PURPOSE
The post holder is required to support the Operations Manager & fellow auditor(s) on a daily basis to ensure the provision and maintenance of a hygienic and clean environment for patients, staff and visitors to ensure that highest standards are met at all times in both clinical and non-clinical areas through the completion of cleaning, catering, ward environment and waste management audits. They will actively participate in the provision of a high quality, service in order to comply with mandatory standards, including the National Standards of Cleanliness in the NHS (2021) (NSC NHS 2021), Patient-Led Assessments of the Care Environment (PLACE) and the Healthcare Standards C21 and C4a. The post holder will be responsible for the daily audit completion & recording & follow-up of actions for the audits on to the current MICAD audit system. The post holder will be based at RD&E (Wonford) and will primarily undertake work on the Wonford site, but may be required to work on other sites, if requested.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
Audit Function - To be responsible for participating in the weekly technical cleaning standards inspections of Domestic Services to include a selection of clinical & non-clinical areas at frequencies laid down in the NSC NHS 2021. - Documenting findings using the Audit software programme. This is in accordance with the guidelines as laid down in the NSC NHS 2021, Patient-Led Assessments of the Care Environment (PLACE) and the Healthcare Standards C21 and C4a. Documentation and in order to meet Care Quality Commission (CQC) outcome standards. - Where required, to participate in external cleaning audits undertaken at other NHS Trusts. - Notify the Training and Audit Department Manager of any recurring problems identified within the cleaning / food / waste management standards and discuss rectification. Escalate issues as necessary. - When monitoring to ensure that all aspects of Health and Safety, COSHH and other relevant legislation are properly observed by Domestic staff. - To assist the Training and Audit Department Manager in compiling monitoring data in association with the Domestic Manager and other Assistant Managers for submission to the Facilities Service Manager to be included in the monthly review reporting procedure. - To assist the Operations Manager in helping to support the Department Manager's their Operation Manager's and Assistant Manager's in reviewing monitoring systems to ensure that their departments operate in an efficient and cost-effective manner. - To keep up to date with COSHH and other relevant guidance / legislation to ensure that the Domestic, Catering, Portering and Waste Departments are compliant as part of the audit process. To raise any issues that have been identified with the appropriate contact. - To action and assist with weekly quality control audits of the environment, to include a random selection of wards and departments. To document findings and present the data at the monthly Audit Meeting. This is in accordance with guidelines as laid down in the NSC NHS 2021.

- Liaise closely with the department manager/representative to report any faults identified whilst auditing. To ensure that all equipment is maintained in good working order to ensure that the patient environment and public areas are maintained in a clean and satisfactory condition.
- Where appropriate to be involved in the review of monitoring systems to ensure that the department operates in an efficient and cost-effective manner.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Administrative, Audit function within Estates and Facilities Management

No. of Staff reporting to this role: 0

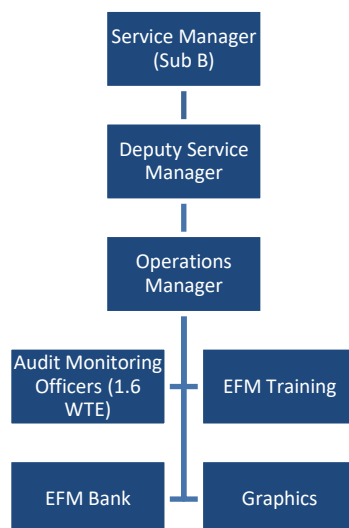
The post holder is required to deal effectively with staff of all levels throughout the division as and when encountered on a day to day basis.

In addition, the post holder will deal with the wider healthcare community outside of the division and occasionally the Trust.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
Domestic Services Manager Operations Manager Assistant Domestic Services Manager Domestic Supervisors Audit Team	N/A

ORGANISATIONAL CHART



FREEDOM TO ACT

- 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.
- Work with standard operating procedures with someone available for reference.

COMMUNICATION/RELATIONSHIP SKILLS

- To liaise with Ward Housekeepers, Clinical Nurse Managers, Deputies and Department Managers as a part of the audit process to ensure that aspects of the Domestic, Catering and Waste Services provision meets the specific needs of the service users.
- Where appropriate, liaise with Clinical Nurse Managers and Department Manager's to ensure that all aspects of the audit are met.
- To attend meetings, as appropriate, to raise relevant issues for resolution.

- To ensure that sensitive information is communicated with appropriate diplomacy to ensure issue resolution.
- Provide support training to staff who complete audits across various hospital departments.
- To report findings in both written and verbal format to the Operations Manager.
- To compile monthly audit reports relating to Trust cleanliness scores, environment and patient equipment, catering, waste and fire safety. To be mindful that sensitive or contentious information should be treated in an appropriate manner.
- To refer any complaints received to the relevant Ward / Departmental Manager, if they cannot be satisfactorily resolved at a local level.
- Ensure that contentious or sensitive information is communicated to and discussed with the Operations Manager.
- To maintain effective working relationships through appropriate communication at all levels.
- To respond to requests for general information.
- To attend and participate in meetings, as required, including raising of issues at Ward Housekeeper regular meetings.
- To act as a central contact for requirements for changes to Audit information capture software and to articulate those requirements from detailed operational level to relevant developers and their representatives.

ANALYTICAL/JUDGEMENTAL SKILLS

- To monitor all aspects of Health and Safety, COSHH and other relevant guidance and/or legislation to ensure that they are properly observed.
- Prepare and download audit data. Analyse and prepare reports for analysis, these could be monthly, quarterly or annual reports.
- Interpretation of data sets and ability to make basic recommendations off the back of findings.

PLANNING/ORGANISATIONAL SKILLS

- Planning and prioritising of tasks on a regular basis. Workload will require good organisational skills and an ability to work on multiple tasks at once.
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PATIENT/CLIENT CARE

- To respect the confidentiality, privacy and dignity of patients and their visitors whilst carrying out duties.
- Where required on an ad-hoc basis participate in the daily ward patient meal service auditing – this will include monitoring the breakfast, lunch and evening meal services. This will be undertaken on a random basis and findings documented using a recognised monitoring system and ensure that monitoring results are issued to the relevant disciplines for action / rectification.
- Responsible for escalating urgent issues relating to quality of patient care to relevant clinicians/members of staff.

POLICY/SERVICE DEVELOPMENT

- Implement policies and propose changes to policy to support the drive for continuous improvement.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for monitoring the use of the electronic Ipads used for Audit purposes. Ensuring that these are signed in and out by Ward Housekeepers when completing the audits of their areas.

HUMAN RESOURCES

- Training of new starters in the role ensuring that departmental standards are maintained.
- Escalate performance issues to line management as appropriate to ensure stability of service.
- Supports induction of new starters/ professional supervision, training of apprentices, trainees, support workers

INFORMATION RESOURCES

- To use a notepad/electronic recording device to record cleaning standards found during the monitoring of wards and departments.

- To download information into audit management system or equivalent database and prepare and send out reports as required.
- To act as a department super user for audit management system or equivalent data entry tool – ability to represent departmental needs to software development specialists.
- To collate information relating to the rectification of faults. Compiling data from audit sources.
- To assist the Operations Manager in preparing timely monthly cleanliness, food service and waste monitoring data in a graphical format and ensure scores and information is recorded on the shared drive.
- Preparation and issue of fault reports in a timely manner to relevant facilities departments – daily, weekly, monthly.
- Strong attention to detail to ensure accurate recording of audit results is successfully represented in appropriate databases, reports and oral contributions.
- Ability to lead discussions around areas of expertise to drive compliance with national standards. Willingness to speak up when standards are at risk during times of competing priorities.

RESEARCH AND DEVELOPMENT

- Report all unsafe situations, incidents and accidents via the Trust's Incident Reporting system, as appropriate.
- When monitoring, observe that all equipment used by Domestic staff is used / operated in a safe manner in accordance with methods of work and when not in use it is stored in a clean / safe manner.
- To participate in the quarterly internal PLACE audits.
- On a weekly basis, collate and input all audit data returned by the Ward Housekeepers. These audits will include: cleaning, catering, ward environment, waste management and fire safety.
- Identify where audit forms are not returned and take follow up action. Where necessary escalate evidence of non-completion to Operations Manager and the Clinical Nurse Manager.
- When required undertake audits for High Risk & Very High Risk areas.
- Participate in the technical auditing of waste management compliance.
- To participate in quarterly cleaning standards & waste management audits.

PHYSICAL SKILLS

- Standard Keyboard skills

PHYSICAL EFFORT

- Combination of sitting, standing, walking with need to access discreet areas to assess compliance with audit standards

MENTAL EFFORT

- Concentration on data information and outcomes – Frequent.
- Balancing tasks and self-organisation – Frequent.
- Working with teams to identify and strengthen audit outcomes – Frequent.
- Effective caseload management with emphasis on urgent tasks and understanding the priority of work as it comes in – Often.
- High level of rigour expected, with an expectation of timeliness, accuracy and completeness of data.

EMOTIONAL EFFORT

- Exposure to emotional or distressing circumstances is rare.

WORKING CONDITIONS

- Auditing of areas will involve exposure to infection-controlled wards.
- Post holder will be using a VDU and/or a tablet on a very regular basis.

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.

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

Job Title	Monitoring Officer
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING - GCSE Maths and English A – C - NVQ3 or equivalent experience or 3 A levels or equivalent experience	X X	
KNOWLEDGE/SKILLS - Excellent IT skills and experience with ability to create databases - Excellent communications skills both written and verbal and proven ability to communicate with staff at all levels - Ability to work without supervision - Knowledge and experience of implementing and using Quality Control / Monitoring systems. - Ability to recognise quality improvements required and work with operational management to implement these. - Good understanding of health and safety and COSHH. - Ability to collect, collate and analyse data. - Ability to prioritise workload to respond to changing demands and organise this effectively - Ability to use own initiative, problem solve & make decisions, issue instructions and meet targets / deadlines - Proven work planning and organisational skills - Knowledge of Infection Control Procedures - Experience of compiling reports	X X X X X X X X X X	 X X X
EXPERIENCE - Experience in auditing within the Healthcare or Hospitality Industry - Previous experience in a busy departmental / service - Previous experience of support services within a large organisation - Proven customer care experience	X X	 X X
PERSONAL ATTRIBUTES - Flexibility with times of work to include earlier starts, later finishes and weekends where required - Dynamic, self-motivated and positive attitude - Strong team member and ability to work within a multi-disciplinary team - Professional in conduct and attitude	X X X X	
OTHER REQUIREMENTS - Able to work on all Trust sites - Ability to travel between locations Committed to further professional development	X X	 X

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
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)	N				
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)	Y	X			
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	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y			X	
Emotional Effort	Y	X			
Working in isolation	N				
Challenging behaviour	Y	X			