Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Domestic Services Supervisor
Reports to	Assistant Domestic Services Manager
Band	3
Department/Directorate	Domestic Services/ Estates & Facilities Management

JOB PURPOSE

To supervise the Domestic Services department of the North Devon District Hospital on a day to day basis, to ensure we comply with client requirements and the agreed delivery of service at all times.

The main elements of the role are to ensure that there is a seamless approach to the provision of non-clinical services, ensuring the appropriate delivery of cleaning- environment and patient equipment and minor maintenance together with other specific tasks, to meet individual patient's needs as determined by the ward Matron in accordance with National Specification for Cleanliness in the NHS and the Care Quality Commission (CQC) standards - Outcomes 8, 11, 13, 14, 17, 21

The post holder will be required to work closely with other EFM departments / support services and will monitor quality standards, report deficiencies and take appropriate action.

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.

The post holder will have responsibility for the daily housekeeping management support for North Devon District Hospital. Supervisory cover may be required at any of these sites as operationally required. The list of sites not exhaustive and may include any Trust.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

To maintain the Domestic service as planned and scheduled by the Domestic Services Managers.

To participate in and ensure compliance with the requirements as set down in the National Standards of Cleanliness for the NHS and PLACE assessment actions.

To ensure staff awareness and compliance with the Trust's Health & Safety Policy and Manual together with any local rules regarding Ionising Regulations, codes of practice for Pathological Laboratories and Magnetic Resonance Imaging.

To ensure that all reported structural repairs or damage to the fabric of the building within their allocated zonal area, are forwarded to the appropriate department for repair or action.

To assist in maintaining a clutter free environment. Any broken items of equipment or beds are clearly labelled as defective.

To report and record any accident or incident in accordance with departmental/Trust procedures.

To follow all administrative procedures for the Domestic Services department.

To complete daily Quality Control Monitoring rectification sheets as required by the Auditing Monitor and report back as necessary.

This post is subject to performance appraisal and will be reviewed on an annual basis with the post holder.

To undertake other duties as requested by your Line Managers appropriate to the grade.

To undertake regular personal development reviews (PDR) for staff members.

To lock/unlock the sites as and when required as detailed in the relevant procedure.

To report faults on machinery and damage, faults etc to communal furniture and the fabric of the building to the Estates department in a timely manner.

To respect the privacy and dignity of patients, visitors and staff whilst carrying out duties.

To refer complaints to the Assistant Domestic Services Manager.

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.

To maintain effective working relationships.

To foster people's equality, diversity and rights.

To maintain complete confidentiality with regard to staff and patient issues.

Where appropriate to the grade, undertake such duties as deemed necessary as directed by the Domestic Services Managers in order to ensure service provision is met.

KEY WORKING RELATIONSHIPS

Supervision of all Domestic Services staff on site at North Devon District Hospital.

No. of Staff reporting to this role: A total of c250 staff members are currently under the supervision of the supervisory group.

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.

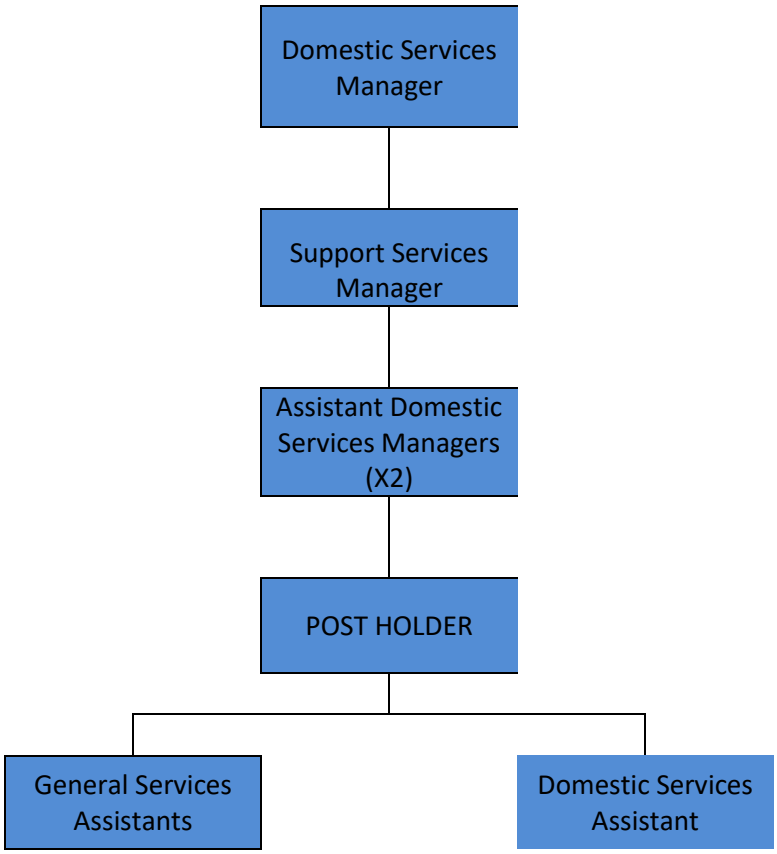
In addition, the post holder will deal with the wider healthcare community, and the public.
This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Domestic Services Management Team • Domestic Supervisor Colleagues • Domestic Services Administrator • Quality Assurance & Performance Team • Domestic Assistants • Site Practitioner team	• Patients

• Infection Prevention and Control • Ward Matrons • Ward Housekeepers • Heads of Department • Other Facilities Supervisors	

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.
- Works within clearly defined policies, using own initiative on routine matters.
- Work is managed rather than supervised.

COMMUNICATION/RELATIONSHIP SKILLS

- Provide and receive routine information which can sometimes require tact/ persuasive skills, particularly where there are barriers to understanding.
- Communication with staff, patients and visitors.
- Liaise with Site Management Team and Infection Prevention and Control regarding current operational escalation levels and escalate any matters arising.
- Communicate effectively both through verbal and written forms of communication.

ANALYTICAL/JUDGEMENTAL SKILLS

- Judgements involving facts when presented with situations such as staffing cover needed as a result of sickness, A/L etc. or investigating issues such as stock shortages, often requiring analysis to overcome these scenarios.

PLANNING/ORGANISATIONAL SKILLS

- Plan, organise and adjust as necessary activities such as staff rotas and work schedules, though overall straightforward, they are often ongoing.

PATIENT/CLIENT CARE

- Incidental contact with patients and visitors when providing a cleaning service within ward areas and other communal areas that patients and visitors have access to.

POLICY/SERVICE DEVELOPMENT

- Implements department policies and proposes changes to working practices and procedures for own working area.
- 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.
- To take part in day to day management discussions and periodic meetings to discuss ongoing issues and the development of the Domestic Services Department.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for the safe use of equipment throughout the Department by the individual and also those using equipment within the team.
- To control the usage of cleaning materials to ensure that there is no wastage and that all materials are being used only for the purpose for which they were issued.

HUMAN RESOURCES

- Responsible for the day to day supervision of staff, as well as the regular training of new or less experienced staff within own work area.
- 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 and to be prepared to undertake housekeeping duties if required in an emergency.
- 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 train all Domestic staff in correct cleaning procedures, patient associated duties in accordance with Statutory/local/departmental policies and procedures.
- To ensure that all new staff are trained and confident in their duties.
- To liaise with the Facilities Training Officer to organise and provide refresher training to all staff relating to cleaning duties and all mandatory training as required by Trust guidance.
- To assist with the Recruitment, Selection & Training of staff as required by the Assistant Domestic Manager.
- Provide guidance to new starters as and when requested to do so.
- Participate in performance Reviews. To undertake any mandatory training or other training required to maintain competency in the role.

INFORMATION RESOURCES

- Records personally generated information, i.e. inputting on Healthroster.
- To observe the Trusts infection Control Policy at all times and to adhere to associated standard operating procedures.

RESEARCH AND DEVELOPMENT

- Participates in audits and surveys as and when required.

PHYSICAL SKILLS

- Standard keyboard skills.
- Ability to use cleaning equipment that will require manoeuvring (pushing and pulling) such as trolleys and demisting machines.

PHYSICAL EFFORT

- Frequent requirement for light physical effort during long periods of a shift, the majority of the shift being spent stood up, cleaning and walking between work locations (wards, communal areas, stairwells etc.)

MENTAL EFFORT

- Frequent requirement for concentration where the work pattern is predictable with a few competing demands for attention, e.g. change of work location to urgently clean a bed space for a new patient, or following an infection outbreak etc.

EMOTIONAL EFFORT

- Occasional exposure to distressing or emotional circumstances, this can be indirectly with patients when working in patient areas and directly when dealing with staffing issues.

WORKING CONDITIONS

- Frequent exposure to unpleasant working conditions such as uncontained bodily fluids and foul linen.

OTHER RESPONSIBILITIES

Contribute to and work within a safe working environment

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 (DSE) 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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Domestic Services Supervisor

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good general education, to include 2 x GCSE's in English and Mathematics Grade A-C or equivalent qualification	E	
NVQ Level 3 Supervisory qualification in relevant area or equivalent demonstrable experience	E	
If applicants do not currently hold these qualifications they must be willing to work towards achieving them once in post		
KNOWLEDGE/SKILLS		
Good numeracy & literacy skills	E	
Proven ability to communicate	E	
Able to impart knowledge	E	
Excellent interpersonal skills	E	
Proven IT skills to include Excel, Outlook and Word	E	
EXPERIENCE		
Previous team leadership experience or equivalent	E	
Previous experience of Supervising cleaning services		D
Previous experience of an NHS or healthcare environment		D
Previous customer care experience	E	
PERSONAL ATTRIBUTES		
Able to demonstrate good leadership skills	E	
Ability to work under own initiative and organise workload accordingly	E	
Good decision making / problem solving skills	E	
Ability to work in a busy environment	E	
Neat and tidy appearance with a good standard of personal hygiene	E	
Proven ability to deal with challenging behaviour		D
OTHER REQUIRMENTS		
Able to work as part of a team	E	
Flexibility to rotate shift pattern if required due to alternating shift rota system	E	
Able to work across Trust sites if required	E	

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	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	N				
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	