

## JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Community Assistant Manager
<b>Reports to</b>	Community Facilities Manager
<b>Band</b>	Band 4
<b>Department/Directorate</b>	Estates and Facilities

JOB PURPOSE
<p>The post holder is required to support the Community Facilities Manager to manage the Facilities Services on a daily basis across all the community hospital site locations within the Eastern Division of the Royal Devon University Healthcare NHS Foundation Trust. Ensuring adequate staffing levels are maintained in accordance with the agreed rotas and shift patterns, to ensure we comply with client requirements and the agreed delivery of service at all times.</p> <p>To provide oversight of the community sites staff to ensure a seamless approach to the provision of non-clinical services, ensuring the appropriate delivery of cleaning environment, patient catering service and minor maintenance together with other specific tasks, to meet individual patient's needs as determined by the ward Matron and Facilities Management.</p> <p>The post holder will be required to work closely Facilities Services staff and supervisors, with other departments and support services, actively monitor quality standards, and ensure reported deficiencies have been rectified in a timely manner.</p> <p>The post holder will 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 hotel services team and services within financial parameters set out by the Trust.</p>

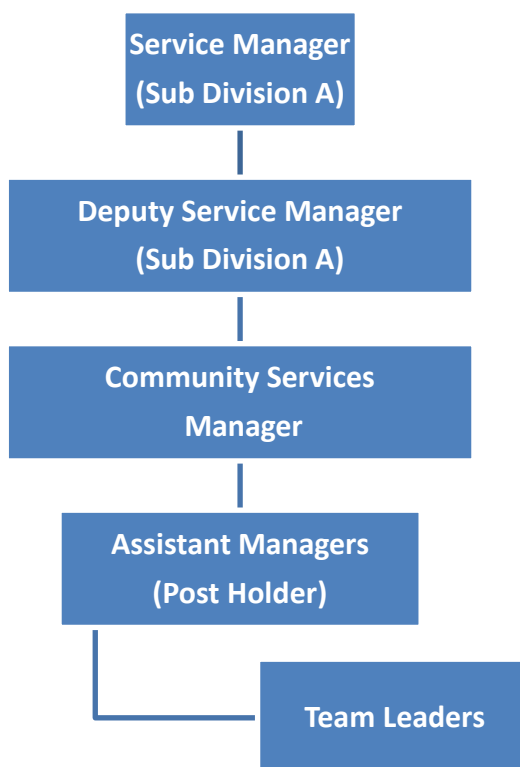
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>To liaise and work with Facilities Services Managers and other members of the Facilities Services teams to provide a standardised and co-ordinated approach to all services provided across the community hospital sites.</li> <li>To report on and escalate any potential risks, issues and incidents that cannot be resolved on a day to day basis to the Community Services Manager and suggest possible solutions.</li> <li>To support the Community Service Manager in the planning of all contingency arrangements to ensure business continuity during periods of major incident and untoward incidents in liaison with the Trust's Senior Management team.</li> <li>Work closely with management and colleagues to drive efficiencies across your area of responsibility, prompting a culture of continuous improvement.</li> <li>Monitor the quality of Facilities Services and contribute insight to decision making around process improvement opportunities.</li> <li>To ensure all relevant regulations are enforced and adhered to and all relevant non-clinical services are managed in accordance with these standards.</li> <li>To effectively manage, develop and support the Team Leaders across the Trust's community sites.</li> <li>Assist in the management of external supplier relationships.</li> <li>To be responsible for the monitoring of quality through the use of appropriate auditing tools.</li> <li>To participate in future developments of the Facilities Services Team.</li> <li>Ensure that health and safety as well as legal compliance is maintained and in line with statutory requirements.</li> </ul>

- To ensure appropriate liaison with the NHS Property Services department to ensure that the fabric of buildings and all plant and equipment within the department is kept in accordance with relevant standards and regulations.
- To ensure that the Trusts infection Control Policy are observed and maintained by all staff.

## KEY WORKING RELATIONSHIPS

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Facilities Service Managers / Cluster Managers</li> <li>• Facilities Deputy Service Managers</li> <li>• Hospital Business manager</li> <li>• Department Managers</li> <li>• Clinical / Ward Staff across the Trust</li> <li>• Estates Department</li> <li>• Health &amp; Safety / Risk Management</li> <li>• All Trust Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Patients and Visitors</li> <li>• External Suppliers</li> <li>• EHO Representatives</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- The ability to manage workload effectively acting within Trust and department guidelines.
- Inform the Community Services Manager if there are insufficient resources to control any risks to an acceptable level and to ensure that any risks are added to the risk register.
- Work flexibly when required, to ensure that agreed service levels are met.
- Established the most effective methodology to support service delivery.

- Take the lead in establishing expected results and delivering an excellent service.

#### **COMMUNICATION/RELATIONSHIP SKILLS**

- Maintain effective communication links and develop working relationships with service users, external suppliers, colleagues and staff within area of responsibility to ensure the sharing of consistent, accurate and relevant information.
- Use the most appropriate form of interaction to communicate and receive routine and sensitive information that can be clearly and readily understood by all staff, including clinical and non-clinical colleagues, patients and users of the service.
- Have good written, oral, and non-verbal skills with the ability to communicate effectively to members of staff at all levels.
- Have the ability to create a positive working environment to creating open communication for the free exchange of ideas and feedback.
- Have the ability to build relationships with internal and external parties and view problems and solutions from different perspectives.
- To provide leadership and support to the team leaders and staff across all community sites to ensure an effective and efficient delivery of operational requirements.
- Coach, support and motivate all direct report employees in order to develop and improve their performance, to meet requirements and to ensure appropriate behaviour and conduct in line with NHS and RDUH Trust Values.
- Manage and deal with service user enquiries and complaints by adopting a professional and courteous approach at all times utilising key communication skills.
- To participate in meetings as and when required.
- To report on and escalate any problems that cannot be resolved on a day to day basis to the Community Services Manager.

#### **ANALYTICAL/JUDGEMENTAL SKILLS**

- To assist in the management of all operational aspects of the Facilities Services department at each community hospital site and to ensure appropriate staffing, controls and systems are implemented and monitored to ensure a high-quality service is provided.
- On an on-going basis, assist in the reviewing the provision of services to ensure a high quality and cost-effective service which meet the requirements of the Trust and other service users.
- To analyse and interpret information and situations to assist in the making of informed business decisions and ensure efficiency of the operation.
- To assist the Community Services Manager in carrying out risk assessments, requiring analysis of a range of facts and situations, the overall requirement will be the safety of staff, patients and visitors affected by Facilities Services' staff in the performance of their duties.
- To monitor and audit pre-patient meal service HACCP checks, temperature probing and the recording of such data.

#### **PLANNING/ORGANISATIONAL SKILLS**

- To support the effective planning of operational systems to ensure the Facilities Services workforce is flexible and efficient to meet the Trusts requirements e.g. staff rosters, work schedules, work instructions and procedures.
- To maintain an Induction programme for all members of staff within the department using current methods of work contained within relevant procedures.
- To co-ordinate with Team Leaders all staff mandatory training as required.
- To participate in planning future developments of the service.
- To prioritise workloads to enable activities to be completed within specified and agreed timescales.
- To take responsibility for Facilities Services issues at each of the Trust community sites ensuring that you report any issues which cannot be resolved to the Community Services Manager.

#### **PATIENT/CLIENT CARE**

- To interact routinely with services users to ensure that a customer focused service is provided that meets user and Trusts expectations.

- Ensure safe practice to minimise the risks to patients and staff in accordance with national and Trust policies.
- To ensure audits are undertaken on a regular basis and assist in audit activity, if and when required.

#### **POLICY/SERVICE DEVELOPMENT**

- Assist with developing, reviewing, updating and implementing Policies and Procedures for the Facilities Services Department.
- To ensure that staff under their supervision comply with relevant Trust policies and procedures, and assist in ensuring that staff are kept up to date with current editions.
- To ensure that policies and Standard Operating Procedures for community hospital sites are executed and changes to working practices are implemented within the department and to assist in the implementation of changes to legislation and policy across the organisation.
- To work within Trust policies – including those for confidentiality, data protection, health and safety, fire protection and the annual appraisal process.
- To ensure that relevant Health and Safety and other legislation is adhered to at all times and that records are kept to demonstrate this
- To ensure full compliance with all local Trust Policies including the cleaning policy, waste management, risk management, infection control, food hygiene and food management policies.
- To work with the Community Facilities Manager and the Facilities Governance manager in ensuring departmental risk assessments and risk registers are up-to-date.
- To take part in the annual PLACE assessments across all of the community hospital sites, if and when required.
- To be aware of the need for utmost confidentiality at all times.

#### **FINANCIAL/PHYSICAL RESOURCES**

- To support the Community Services Manager in managing and controlling all service operations and ensuring that all purchases, production, distribution and services operate within agreed budget and to agreed standards.
- To manage staffing costs including monitoring of overtime, sickness and annual leave and to ensure a cost-effective service is provided within stipulated budgeted targets.
- To assist in the oversight to ensure an effective and accurate monthly staff payroll system by use of the Health Roster function.
- To monitor use of supplies and ensure that this is done efficiently, and in a cost-effective manner in line with the needs of the service.
- To ensure that stock control at each community hospital site is managed effectively and efficiently.
- In conjunction with the Community Services Manager, review all possible options for the future strategic development of the department, ensuring that any feasible and cost-effective development is discussed with all relevant staff for positive improvements to the services provided.

#### **HUMAN RESOURCES**

- Provide day to day oversight and management of the Community Hospital sites, Supervisory and Team Leader groups.
- Assist the Community Services Manager in the review of absence management in line with Trust policies.
- Assist the Community Services Manager in the recruitment process, ensuring that resource and vacancies are maintained at optimum levels.
- To undertake regular personal development reviews (PDR) for Team Leaders and other staff and to ensure that the PDR system has a positive impact on the performance of staff within the service area, and assists in identification of staff development needs.
- Ensure that the skills and competence of all staff is monitored on a regular basis by the team leaders of the Community Hospitals sites.
- To ensure that operational and HR policies and procedures are understood by staff, and through monitoring, ensure that they are implemented through monitoring.

<b>INFORMATION RESOURCES</b>
<ul style="list-style-type: none"> <li>To set up an effective communication system by having regular planned meetings with the assistant managers for information sharing.</li> <li>To record the outcomes of those meetings and to ensure that action is taken where necessary to share this information with other staff groups.</li> <li>To report all operational issues to the Community Services Manager for inclusion in the divisions review documents.</li> <li>To continually monitor the efficiency and effectiveness of services through the Trusts audit software management system and results.</li> <li>Ensure appropriate and effective risk management processes are in place.</li> <li>Ensure that MyCare is fully utilised to provide accurate information on requested cleans status.</li> <li>Ensure that Healthroster is fully utilised and accurate for all team members.</li> <li>To ensure that records associated with staff attendance are in accordance with the Trust policies to ensure that internal and external audit requirements are met and maintained.</li> </ul>
<b>RESEARCH AND DEVELOPMENT</b>
<ul style="list-style-type: none"> <li>Complete audits and surveys as and when required.</li> <li>Assist the Community Services Manager with exploring and implementing where possible future industry innovation with a view to improving services.</li> </ul>
<b>PHYSICAL SKILLS</b>
<ul style="list-style-type: none"> <li>Periodic need to provide physical exertion required to perform critical tasks to meet operational needs.</li> <li>Sit for prolonged periods of time.</li> <li>The ability to use standard keyboards for computer work.</li> </ul>
<b>PHYSICAL EFFORT</b>
<ul style="list-style-type: none"> <li>Assist in the movement service equipment and to provide support in the provision of services, if required.</li> <li>Ability to drive to other Community sites as part of providing oversight at those locations.</li> <li>Ability to handle equipment and potentially heavy loads, up to and including 10kg.</li> </ul>
<b>MENTAL EFFORT</b>
<ul style="list-style-type: none"> <li>Frequent concentration for dealing with queries, entry of data onto I.T. systems, and the provision of written communication.</li> <li>Assessment of potential hazards.</li> <li>Ability to prioritise response based on dynamic risk assessment.</li> </ul>
<b>EMOTIONAL EFFORT</b>
<ul style="list-style-type: none"> <li>Occasional exposure to distressing or emotional circumstances, when participating in staff attendance or performance issues.</li> <li>Occasional ability to deal with emotional and distressing situations, when participating in staff attendance or performance issues.</li> </ul>
<b>WORKING CONDITIONS</b>
<ul style="list-style-type: none"> <li>Occasional unpleasant working conditions, i.e. dirt, smells, inclement weather and extreme temperatures.</li> <li>Potential exposure to clinically low-level hazards in ward environments.</li> <li>Requirements to use VDU equipment on a daily basis.</li> </ul>
<b>OTHER RESPONSIBILITIES</b>
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

<b>Job Title</b>	Community Assistant Manager – Facilities Services
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
NVQ 4 or diploma level qualification or equivalent experience as an essential requirement	E	
Team leader / line manager short course or equivalent experience	E	
<b>KNOWLEDGE/SKILLS</b>		
Ability to enthuse, motivate and involve individuals and understand performance expectations.	E	
Ability to influence and negotiate across a broad range of staff as appropriate.	E	
Ability to effectively performance manage staff.	E	
Ability to manage own time and meet deadlines.	E	
Analytical skills and ability to problem solve.	E	
Proven excellent planning and organisational skills.	E	
Comprehensive IT skills including the use of Microsoft Office products		D
Knowledge of Risk Management systems		D
Understanding of budgetary management		D
Knowledge of legislation and procedures affecting the operation of services Knowledge and understanding of COSHH and Food Safety.	E	
<b>EXPERIENCE</b>		
Proven experience of managing staff	E	
Previous NHS experience		D
Experience of dealing with challenging behaviour	E	
Previous experience of managing an operational service on a day to day basis	E	
<b>PERSONAL ATTRIBUTES</b>		
A focus on delivering high quality patient care as part of a large organisation.	E	
Excellent interpersonal and communications skills.	E	

Ability to prioritise effectively and manage deadlines.	E	
Ability to work on own initiative and also as part of a team.	E	
Commitment to continual professional development.	E	
Remain focused in challenging situations.	E	
Awareness of diversity and equality issues within the NHS.	E	
Able to work as a team member.	E	
<b>OTHER REQUIREMENTS</b>		
Flexible to the requirements of the role.	E	
Ability to travel across numerous sites.	E	
Hold a valid U.K. driver's license.	E	



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