

JOB DESCRIPTION

JOB DETAILS	
Job Title	Ward Housekeeper Co-ordinator
Reports to	Support Services Manager
Band	Band 4
Department/Directorate	Estates and Facilities

JOB PURPOSE

The post holder is required to assist the Support Services Manager on a daily basis to ensure that the services provided by the ward Housekeepers are delivered in a hygienic, safe and clean environment for patients, staff and visitors to ensure that highest standards are met and maintained at all times in the respective ward areas.

The post holder is required to assist the Support Services Manager in the oversight of the ward Housekeeper services on a daily basis across the Acute site within the Eastern Division of the Royal Devon University Healthcare NHS Foundation Trust Hospital, to ensure a seamless approach to the provision of services, ensuring the appropriate delivery of cleaning, patient catering service and minor maintenance together with other specific tasks, to meet individual patient's needs, as determined by Site/Service manager and Facilities Management teams. Ensuring that adequate staffing levels are maintained in accordance with agreed rotas and shift patterns, to ensure compliance with client requirements and the agreed delivery of service at all times. This post is responsible for a range of administrative tasks and the co-ordination of functions linked to the responsibilities of the ward Housekeeper roles.

The post holder will actively participate in maintaining the provision of high quality, cost effective service in order to comply with mandatory standards as set down in the NHS National Standards of Healthcare Cleanliness, Patient Led Assessment of the Care Environment (PLACE) and Care Quality Commission (CQC). There is a requirement for the post holder to have a financial awareness and to assist in the oversight and management of the ward Housekeeping team and services within financial parameters set out by the Trust.

The post holder will be required to work closely with Estates and Facilities staff and supervisors, with other departments and support services, actively ensure that quality standards are monitored, and ensure that reported deficiencies have been rectified in a timely manner.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

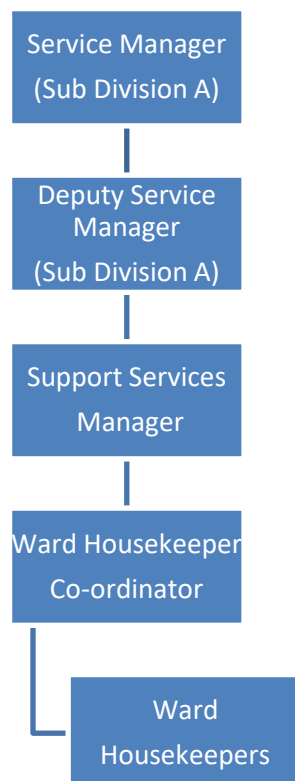
- In collaboration with the Support Services Manager, establish and provide a standardised and co-ordinated approach to the ward Housekeeper services across all ward areas.
- To report on and escalate any potential risks, issues and incidents that cannot be resolved on a day to day basis to the Support Service Manager and suggest possible solutions.
- Work closely with the Support Services Manager and Housekeeper staff to drive efficiencies across your area of responsibility, prompting a culture of continuous improvement, and co-ordinate any improvement actions.
- Co-ordinate the quality monitoring of the ward Housekeeping services and contribute to making improvements to processes.
- To ensure all relevant regulations are enforced and adhered to and all relevant non-clinical services are managed in accordance with these standards.

- To assist in the management, development and support of the ward Housekeepers across the Trust's Acute site.
- To be responsible for the monitoring of quality through the use of appropriate auditing tools.
- To participate in future developments of the ward Housekeeping team.
- To ensure appropriate liaison with the Estates department to ensure that the fabric of ward environments is kept in accordance with relevant standards and regulations, when reported by the ward Housekeepers.
- To ensure that the Trusts infection Control Policy are observed and maintained by all ward Housekeeper staff.

KEY WORKING RELATIONSHIPS

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

ORGANISATIONAL CHART



FREEDOM TO ACT

- The ability to manage workload effectively acting within Trust and department guidelines.
- Inform the Support 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

- Assist in maintaining 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 assist in providing leadership, direction and support to the ward Housekeepers to ensure an effective and efficient delivery of operational requirements.
- Assist with supporting and motivating 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 co-ordinate and 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 Support Services Manager.

ANALYTICAL/JUDGEMENTAL SKILLS

- Provide assistance, co-ordination, and oversight of all operational aspects of the ward Housekeeper roles and responsibilities, and to assist in appropriate staffing, controls and systems are implemented and monitored to ensure a high-quality service is provided.
- On an on-going basis, assist in reviewing the provision of services to ensure a high quality and cost-effective service which meet the requirements of the Trust and clinical service users.
- To assist the Support 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 the ward housekeeper staff in the performance of their duties.

PLANNING/ORGANISATIONAL SKILLS

- To support the effective planning of operational systems to ensure the ward Housekeeper workforce is flexible and efficient to meet the Trusts requirements e.g. staff rosters, work schedules, work instructions and procedures.
- Co-ordinate an induction programme for all members of staff within the department using current methods of work contained within relevant procedures.
- To co-ordinate all staff mandatory training requirements as required.
- To participate in planning future developments of the service.
- To prioritise workloads to enable role activities to be completed within specified and agreed timescales.
- To assist and co-ordinate in the management and resolution for any ward Housekeeper issues raised at any of the Acute site wards, ensuring that any issues which cannot be resolved are escalated to the Support Services Manager.
- Plan work schedules and rotas to ensure appropriate cover across ward templates.

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.

POLICY/SERVICE DEVELOPMENT

- To assist in ensuring that ward housekeepers comply with relevant Trust policies and procedures, and assist in ensuring that staff are kept up to date with current editions.
- To work within Trust policies – including those for confidentiality, data protection, health and safety, fire protection and the annual appraisal process.
- To co-ordinate and ensure 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 Support Services Manager and the Facilities Governance manager in ensuring departmental risk assessments and risk registers are maintained accurately.
- To be aware of the need for utmost confidentiality at all times.

FINANCIAL/PHYSICAL RESOURCES

- To assist in the control of 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 ensuring that the Support Services Services Department operates within the budget as agreed with the Support Services Manager.

HUMAN RESOURCES

- Assist in the day to day oversight and management of the ward Housekeepers.
- Assist the Support Services Manager in the review of staff absence management data in line with Trust policies.
- Assist the Support Services Manager in the recruitment process, ensuring that resource and any vacancies are recruited to and maintained at optimum levels.
- To co-ordinate personal development review requirements (PDRs) for the respective ward Housekeepers to ensure that the PDR system has a positive impact on the performance of ward housekeeping staff, and that it assists in identification of their development needs.
- To co-ordinate the planning and execution of personal development review requirements (PDRs) of ward Patient Meal Service (PMS) and Domestic Services staff undertaken by the ward Housekeepers and liaise directly with respective department managers following completion or rescheduling of PDR meetings.
- To ensure that operational and HR policies and procedures are understood by staff, and through monitoring, ensure that they are implemented through monitoring.

INFORMATION RESOURCES

- To assist in the setup of an effective communication system by having regular planned meetings with the ward Housekeepers for information sharing.
- To record the outcomes of those meetings and to ensure that action is taken where necessary to share this information with other staff groups.
- To report all operational issues to the Support Services Manager for inclusion in the divisions review documents.
- To continually assist in monitoring the efficiency and effectiveness of services through the Trusts audit software management system and results.
- Ensure appropriate and effective risk management processes are in place.
- Ensure that Healthroster is fully utilised and accurate for all team members.
- 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.

RESEARCH AND DEVELOPMENT

- Complete audits and surveys as and when required, and assist in the review of audit and survey results.
- Assist the Support Services Manager with exploring and implementing where possible future industry innovation with a view to improving services.

<ul style="list-style-type: none"> To ensure audits are undertaken on a regular basis and assist in audit activity, if and when required
PHYSICAL SKILLS
<ul style="list-style-type: none"> The ability to use standard keyboards for computer work.
PHYSICAL EFFORT
<ul style="list-style-type: none"> Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day. The post holder may be required to exert light physical effort (loads of not more than 5kg.) on an occasional basis for several short periods during the shift. Sit for prolonged periods of time.
MENTAL EFFORT
<ul style="list-style-type: none"> Frequent concentration for dealing with queries, entry of data onto I.T. systems, and the provision of written communication. Possible requirement for the assessment of potential hazards. Ability to prioritise response based on dynamic risk assessment.
EMOTIONAL EFFORT
<ul style="list-style-type: none"> Occasional exposure to distressing or emotional circumstances, when participating in staff attendance or performance issues.
WORKING CONDITIONS
<ul style="list-style-type: none"> Potential exposure to clinically low-level hazards in ward environments. Requirements to frequently use VDU equipment on a daily basis.
OTHER RESPONSIBILITIES
<ul style="list-style-type: none"> Take part in regular performance appraisal. Undertake any training required in order to maintain competency including mandatory training. 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
<p>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.</p>
GENERAL
<p>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</p>

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	Ward Housekeeper Co-ordinator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
NVQ 4 or diploma level qualification or equivalent experience as an essential requirement.	E	
Team leader / line manager short course or equivalent experience.	E	
KNOWLEDGE/SKILLS		
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.		D
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	E	
Knowledge and understanding of COSHH and Food Safety.		D
EXPERIENCE		
Proven experience of managing staff.	E	
Previous NHS experience.		D
Experience of dealing with challenging behaviour.	E	
Previous experience of the management of an operational service on a day to day basis.		D
PERSONAL ATTRIBUTES		
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	
OTHER REQUIREMENTS		
Flexible to the requirements of the role.	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		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)	N				
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
Heavy manual handling (>10kg)	Y				
Driving	N				
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	