

## Job Description

<b>Post Title</b>	<b>Housekeeping Supervisor</b>
<b>Band</b>	<b>3</b>
<b>Directorate</b>	<b>Facilities</b>
<b>Location/Base</b>	<b>Woodlands</b>
<b>Responsible to</b>	<b>Team Leader</b>
<b>Accountable to</b>	<b>Facilities Manager</b>
<b>Job Summary/Purpose</b>  <p>To assist the Deputy facilities manager effectively manage the housekeeping department. The post holder will be a motivated and enthusiastic person who will have the necessary skills to support and effectively Supervise the Domestics and Heavy-Duty team to maintain and improve the standard of the overall environment and services within the Department. Together with the Deputy Facilities Manager they will ensure that, Patient, staff environments are cleaned and maintained to the highest standards, and that the services to patients and staff provided via the department are provided effectively and efficiently. The post holder will provide effective senior support to a group of staff and will require the appropriate people, co-ordination, communication and collaborative skills to undertake this task effectively. The post holder will assist the Deputy facilities Manager in providing a clean and safe environment for patients, visitors and colleagues, in line with PLACE requirements, the Trust's Standards and the National Cleaner Hospitals Programme to contribute to an overall reduction in Hospital Acquired Infections and our Infection Prevention strategies. The post holder will need to work flexibly to respond to the needs of the service and the department, which operates on multiple sites on a 7 day a week, 365 days a year basis. The post holder will require knowledge of Health and Safety, COSHH and Infection Prevention strategies relating to standards of hospital cleanliness such as Personal Protective Equipment and Colour Coding.</p>	

## Main Duties & Responsibilities

<b>Heading</b>	<b>Duty/Responsibility</b>
Communication	<ul style="list-style-type: none"> <li>To ensure the communication systems within the Facilities Department are maintained at all times.</li> <li>To chair local meetings as required.</li> <li>To assist the Deputy facilities Manager with the production of reports, in relation to the Cleaner Hospitals' Programme, monitoring of standards of cleanliness, and other reports, as required.</li> <li>To maintain and update written records as instructed by Deputy facilities Manager.</li> <li>To maintain confidentiality relating to all matters discussed within the Facilities management team.</li> </ul>
Personal and People Development	<ul style="list-style-type: none"> <li>To assist the Deputy Facilities Manager with the development and delivery of an annual training programme for the Department.</li> <li>To undertake annual IPDR appraisals of staff within sphere of responsibility linked to their Knowledge and Skills Framework (KSF) Outline, and a Personal Development Plan (PDP).</li> <li>To ensure all staff receive a Local induction to the Department on commencing at the units.</li> <li>To support staff development through role modelling, demonstration, shadowing and sharing of knowledge and skills.</li> </ul>

Health, Safety and Security	<ul style="list-style-type: none"> <li>To promote a healthy, safe and secure working environment for patients, visitors and staff. <ul style="list-style-type: none"> <li>To assist the Deputy Facilities Manager and Matron with the identification of risks and the development and implementation of management plans, for the working environment to resolve such risks were possible.</li> </ul> </li> <li>To ensure awareness of, and adherence to Directorate/Trust Policies, Procedures, Protocols and Guidelines.</li> <li>To ensure that COSHH requirements are adhered to at all times and that COSHH information is available at all times at ward level as instructed.</li> <li>To ensure that all Infection Prevention and management requirements are put into place in the event of an outbreak or potential outbreak, with the support of line management as appropriate.</li> <li>To provide support for all aspects of cleaning relating to infection prevention such as cleaning bodily fluids, deep cleaning and terminal cleans.</li> </ul>
Equality and Diversity	<ul style="list-style-type: none"> <li>To always, act in ways that support equality, and values the diverse needs of patients, visitors and colleagues.</li> <li>To respect the confidentiality of patients and staff and to maintain the privacy of patients at all times.</li> </ul>
Service Improvement	<ul style="list-style-type: none"> <li>To attend and contribute to working groups within the Department and Directorate for and on behalf of the Deputy Facilities Manager.</li> <li>To produce reports and action plans to improve standards, based on a range of quality monitoring initiatives, undertaken within the Department. To report when standards are not met and to implement initiatives as directed to improve standards.</li> <li>To participate in PLACE and other inspections as and when required.</li> <li>To work in partnership with patients, to improve all aspects of the Housekeeping Services from their perspective.</li> </ul>
Quality	<ul style="list-style-type: none"> <li>To assist the Deputy Facilities Manager with the day-to-day management of the housekeeping Services including a range of staff management tasks such as staff allocation, attendance, and annual leave in accordance with Trust and departmental policies and procedures.</li> <li>To provide regular line management supervision for staff within sphere of responsibility as instructed by the Deputy Facilities Manager and in accordance with Trust requirements, ensuring all meetings are documented and actioned as appropriate.</li> <li>To take appropriate action when there are consistent quality problems.</li> <li>To support the Deputy Facilities Manager to maintain staffing levels to meet service needs and report to the Deputy Facilities Manager when staffing levels cannot be maintained.</li> <li>To provide excellent customer care for all patients, visitors and colleagues, as it relates to Housekeeping Services.</li> </ul>
Environments and Buildings	<ul style="list-style-type: none"> <li>To ensure, in conjunction with the Deputy Facilities Manager, that all areas within the Department are cleaned to the required National/Trust/Service standards.</li> </ul>

	<ul style="list-style-type: none"> <li>• To be responsible for the standards of cleanliness and cleaning practice on a given number of wards, spending the majority of working time on these wards, providing direct supervision and support to the Housekeepers in those areas.</li> <li>• To provide cover for other Housekeeping Supervisors' as required due to annual leave/absences etc.</li> <li>• To provide cover for Housekeeping staff during episodes of unforeseen high levels of absence among the Housekeeper group.</li> <li>• To assist colleagues with the identification of any problems with the buildings, environment and equipment as they relate to Housekeeping Services / patient environment, and to liaise with the Deputy Facilities Manager regarding any required action.</li> </ul>
Procurement and Commissioning	<ul style="list-style-type: none"> <li>• To maintain accurate records of stock and non-stock items.</li> <li>• To provide regular reports for the Deputy Facilities Manager.</li> <li>• To identify any problems with supplies or the quality of goods and take necessary action in liaising with the Deputy Facilities Manager.</li> <li>• To ensure all cleaning equipment and supplies are stored appropriately and safely.</li> <li>• To ensure that Housekeeping supplies are managed effectively, maintaining adequate stock levels and ensuring that supplies are used appropriately and in accordance with COSHH requirements.</li> </ul>
Trust Mandatory On-going Requirements - to be met by the candidate after commencing in post, these will not be assessed at the recruitment stage	<ul style="list-style-type: none"> <li>• To undertake any other reasonable duty, when requested to do so by an appropriate Trust manager.</li> <li>• To understand and comply with all Trust policies, procedures, protocols and guidelines.</li> <li>• To understand the Trusts Strategic Goals and how you can support them.</li> <li>• To understand the need to safeguarding children and vulnerable adults and adhere to all principles in effective safeguarding.</li> <li>• To carry out all duties and responsibilities of the post in accordance with Equal Opportunities, Equality and Diversity and dignity in care/work policies and principles</li> <li>• To avoid unlawful discriminatory behaviour and actions when dealing with the colleagues, services users, members of the public and all stakeholders.</li> <li>• To access only information, where paper, electronic, or, in another media, which is authorised to you as part of the duties of your role.</li> <li>• Not to communicate to anyone or inside or outside the NHS, information relating to patients, services users, staff, contractors or any information of a commercially sensitive nature, unless done in the normal course of carrying out the duties of the post and with appropriate permission.</li> <li>• To maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date.</li> <li>• Take reasonable care of the health and safety of yourself and other persons.</li> <li>• To contribute to the control of risk and to report any incident, accident or near miss.</li> <li>• To protect service users, visitors and employees against the risk of</li> </ul>

	acquiring health care associated infections. • To take responsibility for your own learning and development by recognising and taking advantage of all opportunities to learn in line with appraisal and supervision.
--	--

### Further Information for Postholder(s)

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process. All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy

<b>Essential Criteria</b> – The qualities without which a post holder could not be appointed	<b>Desirable Criteria</b> – Extra qualities which can be used to choose between candidates who meet all the essential criteria	<b>How Assessed –</b> <b>AP</b> = Application form <b>IN</b> = Interview <b>OA</b> = Other Assessment
<b>Education/Qualifications</b> – to be able to complete the duties as laid out on the Job Description		
“Recognised competency based level 1/2 qualification in a relevant subject (e.g. NVQ or equivalent demonstrable experience”	A willingness to undertake training relating to the post.	<b>AP - IN</b>
<b>Experience</b> – to be able to complete the duties as laid out on the Job Description		
Experience of working within a cleaning or domestic environment managing staff. Demonstrates ability to use resources (e.g. equipment) within the work place.	Cleaning experience within a Hospital environment.	<b>IN</b>
<b>Knowledge</b> – to be able to complete the duties as laid out on the Job Description		
Able to identify hazards in the workplace and can act upon these effectively.	COSHH Training, Health & Safety.	<b>IN</b>
<b>Skills and Abilities</b> – to be able to complete the duties as laid out on the Job Description		
Ability to work within a team and Under own initiative. Is able to contribute to chair meetings. Is able to work to agreed standards and can identify when standards are not being met. Basic IT skills. Demonstrates ability to communicate effectively both verbally and in writing.		<b>IN</b>          <b>AP</b>

<b>Other Requirements – to be able to complete the duties as laid out on the Job Description</b>		
Demonstrates a genuine desire to work within a Mental Health Service.		

The Trust will consider any reasonable adjustments to the recruitment and selection process and to employment for applicants who have protected characteristics under the Equality Act 2010.

#### **Further information for Postholder(s)**

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The Duties of the post and job description can be reviewed through the agreed process.

All information obtained or held during the post-holders period of employment that relates to The business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and In line with national rules on exemption.

All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

**Drawn up by:**

**Designation:**

**Date:**