

Job Description

Job Title	General Services Supervisor
Salary Band	Band 4
Service Line	Adult Community Services
Department	Various Teams

Job Overview

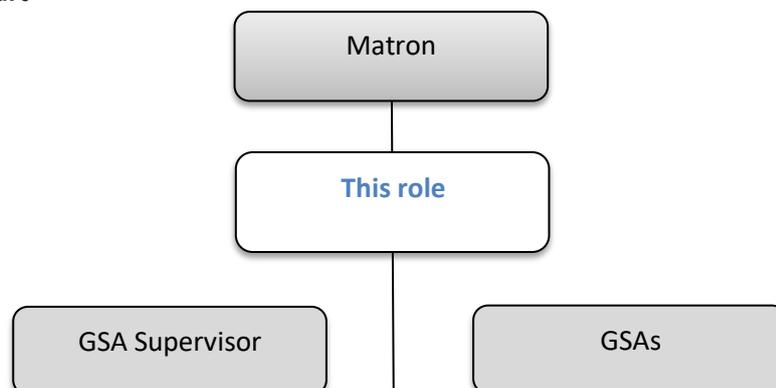
The post holder will play a lead role in both developing and contributing to the general services provision within the Trust. This includes informing and making recommendations to senior leaders with respect to planning, management and developing of services.

The post holder will be responsible for the service development and the interpretation, development and implementation of service-related policies and procedures used throughout the Trust.

This post holder will be responsible for the organisation of services, the delivery of cleaning inspections and the organisation of the action plan development day for the Trust. Working in conjunction with the estates and facilities team and wider team in the implementation of relevant action plans. The post holder will collate and submit data and reports as required.

The post holder will need to be competent in the management of medical gases for the site and be the appointed “train the trainer” to deliver on site training to the GSA team and other staff requiring training.

Organisational Chart



Duties and Responsibilities

Communication and Working Relationships

- Non-executive directors, directors and associate directors
- Operational managers, Matrons and Ward Sisters
- GSA Supervisors and GSA's
- Hotel Services Specialist, and Estates and Facilities Managers
- HR and finance
- Patients/carers, visitors and public
- Other trusts
- Suppliers and contractors

To develop strong working relationships with all users, ensuring delivery of agreed objectives and to provide timely information in support of the job role requirements.

To develop effective communications strategy between staff and supervisors using good communication skills and encourages open debate on the development of the services. Seeking innovation, increased productivity and driving efficiencies

Needs to be able to negotiate difficult situations when communicating with others.

Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding.

Needs to ensure that concerns are communicated effectively to managers and the organisation.

Attends relevant meetings and presents written and oral reports.

Communication with external suppliers

Ensure regular communication with GSA supervisors, GSAs, Matrons and senior leaders.

To deliver training sessions, promoting effective working, and successfully persuading colleagues and/or customers of the benefits of change if/when required through coaching and encouragement.

Management and Personal Development

- Day to day operational management of the GSA team including planning, scheduling and quality control of the service, appraisal and recruitment and understanding of the budget, aspects of procurement, and maintenance of equipment. Ensuring that operational expenditure remains within overall allocations unless otherwise agreed.
- To provide business continuity provision in an advisory capacity in covering GSA services during holiday and or sickness periods. May be required to provide cover at times of need delivering the service which could include weekend working on exception.
- Through analysis of audits, communicate information to senior management by attending meetings, and or gives presentations to discuss issues which will have an impact within each area and to inform manager of outcomes and make recommendations and action areas of concern. Specifically working on adherence to the National Specifications for Cleanliness (NSC) code and investigating lapses and areas of concern.

Ensure all legislative requirements are adhered to in terms of:

- National Standards of Cleanliness
- Control of Substances Hazardous to Health (COSHH)
- Health and Safety Regulations
- Food hygiene regulations

Strategic Development, Planning and Organising

- To ensure compliance with national standards for cleanliness. Assisting with the implementation of quality management and monitoring systems.
- Maintain effective operational environmental cleaning services in accordance with current legislation, best practice and risk management standards, regulation, and control of infection standards.
- To implement the Trust cleaning and Food Hygiene policy. Developing local site SOPs where required to achieve compliance.
- To ensure the quality management systems are maintained across the site, through regular active management/auditing of the environment in community hospitals which includes report writing, ensuring meaningful data is collated.
- Identifies training needs and develops a bespoke training programme, including the planning and delivering of training for the environmental cleaning team and all GSA staff (and where required clinical staff). Delivering the training in conjunction with Trust training department.
- Responsible for regularly undertaking patient experience metric audits. Questioning and listening to customer views to gain a deeper understanding of needs. Attendance of Patient Experience Leads meetings which involved reviewing and analysis of data and dissemination to Patient Experience Lead/team.
- Ensure that local cleaning policy is compliant with national guidance. Development of guidelines to assist in policy compliance.

Administrative

- Requires a high level of analysis and judgement daily in identifying problems and working on solutions to address these.
- Advises senior leaders of progress towards achievement of key national standards.
- Plans and organises own workload to ensure objectives are met; this may change at short notice.
- Is the responsible for ensuring all food products, consumables and equipment are ordered in good time to meet service demands as per guidance provided. Focus should be upon the cost-effective use of resources.
- Ensure that suitable products are available for cleaning in all areas and is the authoriser for the environmental cleaning team supplies, which includes heavy equipment.
- Develops audit tools and manages sensitive information. Report writing and recommending changes in practice.
- Ensures that national standards and Food Hygiene Standards are met and reports breaches using relevant Trust policies as appropriate (e.g., incident reporting policy/system).
- Maintains currency of professional knowledge and understanding through appropriate networking with professional colleagues and relevant organisations.

Other duties

- Ensures a clean environment for patient care and protects the reputation of the organisation in this regard.
- Ensure that the environment for patient care is of a suitable standard to protect patients from harm.
- Maintain a current knowledge of infection prevention and control practices and policies through annual mandatory and role specific training. To demonstrate a current knowledge of infection prevention and control practices and maintenance of a safe environment in accordance with infection prevention and control practices and policies. To take part in infection prevention and control initiatives in the local area.
- Provides report and recommendations that will improve and enhance the patient environment.
- Needs to be able to frequently travel to other sites and time walking and bending and stretching to audit areas effectively.
- Presentation skills and high level of communication skills when training groups.
- Requires extended periods of concentration when capturing and collating data.
- Deals with interruptions, service problems and provides specialist advice on a frequent basis.
- Needs to be able to negotiate difficult situations when communicating with others, i.e., when dealing with areas of poor performance of team member
- Needs to be able to work in environments where patients with challenging behaviours are present, with occasional indirect exposure to highly distressing or highly emotional circumstances.
- Ensuring safe patient care by compliance with national guidance.

Additional Information

Code of Conduct

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

Confidentiality and Data Protection Act

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

Safeguarding Children and Vulnerable Adults

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

Personal Development

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

Risk Management and Health and Safety

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

Infection Prevention and Control

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

Location/Mobility

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

Equal Opportunities

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

Review of the Job Description

This is a generic job description and is intended as an outline of the general area of activities. It may be amended in light of the changing needs of the organisation, in which case it will be reviewed.

Rehabilitation of Offenders Act

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.

Person Specification

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Role Requirement	Essential	Desirable
<i>Education / Qualifications and Relevant Experience</i>		
Diploma level qualification in relevant subject or equivalent experience	✓	
Level 2 food hygiene certificate	✓	
Advanced food hygiene certificate		✓
IOSH Managing safely		✓
Significant experience within general service environment	✓	
Knowledge of current NHS standards within general service environment	✓	
Experienced in supervision of multiple staff	✓	
<i>Skills and Aptitude</i>		
Skilled in communication, both written and verbal	✓	
<i>Knowledge and abilities</i>		
Computer literate and sound knowledge of Microsoft packages		✓
Ability to present and train others in general service duties	✓	
Ability to organise work for numerous team members	✓	
Ability to provide full line management to required team members	✓	
<i>Personal Qualities</i>		
Ability to plan own workload and achieve targets	✓	
Confident in prioritising busy workloads within a fast moving patient setting	✓	

<i>Other</i>		
Demonstrates evidence of Trust "CHOICE" values	✓	
Ability to travel independently where required		✓
Disclosure and Barring Service check satisfactory to the Trust	✓	
Occupational health clearance satisfactory to the Trust	✓	
This role may be deemed as an Information Asset Owner in line with the Trust Information Risk Policy		