

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Domestic Team Leader	
<b>DIVISION:</b>	Estates & Facilities, Corporate	
<b>SALARY BAND:</b>	4	
<b>RESPONSIBLE TO:</b>	Domestic Services Manager	
<b>ACCOUNTABLE TO:</b>	Head of Patient Environment	
<b>HOURS PER WEEK:</b>	37.5	
<b>MANAGES:</b>	<b>Directly:</b>	Domestic staff
	<b>Indirectly:</b>	N/A
<p><b>JOB SUMMARY:</b></p> <p>Ensuring the delivery of a high quality patient centred cleaning service. The quality and effective of the services will be measured in accordance with the Trusts facilities management key performance indicators and Core standards. The areas of responsibility will be for cleaning of all Patient, staff and visitors areas in the Hospital and this includes grounds cleaning. The post holder will be expected to rotate the work in each area on a daily basis. The duty team leader will be responsible for the domestic service at weekends and bank holidays .The post holder will be responsible for a very large staff group and will be actively involved in all staff policies and procedures. The post holder will be guided by standard operating procedures, with the domestic manager available for reference</p>		

Date of the JD review: 2016

## MAIN DUTIES AND RESPONSIBILITIES

### Royal Free World Class Values

The post holder will offer World Class Care to service users, staff, colleagues, clients and patients alike so that everyone at the Royal Free can feel:

- **welcome** all of the time
- confident because we are clearly **communicating**
- **respected** and cared for
- **reassured** that they are always in safe hands

### 1. CLINICAL RESPONSIBILITIES

This is a non-clinical role however the post holder is expected to work as part of the wider multidisciplinary team to ensure that patients are provided with the best possible care.

### 2. RESPONSIBILITY FOR PATIENTS

Deliver a cleaning service which achieves the Trusts facilities management key performance indicators to wards and departments.

### 3. RESPONSIBILITY FOR POLICY AND SERVICE DEVELOPMENT

Implements policies for own area and proposes changes to own work area

- To be open to new ideas regarding Trust policies and procedures.
- To be prepared to contribute to consultations about changes to policies and procedures.
- To make positive suggestions about how systems or processes could be changed for the better.
- To act at all times in accordance with Trust and local policies, procedures and guidelines.

### 4. RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES

#### Managing Resources:

- Audit the performance and quality of the domestic operatives
- Domestic department bleep holder, the nature of the requests will be unpredictable
- Verifies Bleep time reports and other relevant time and attendance records and authorises for payment
- Manage the authorisations for annual leave and other unplanned staff absence to ensure the roster operates with minimum use of bank staff.
- Actively monitor sickness and absence of domestic operatives and implement the Trusts policy for sickness management in conjunction with the domestic manager, this will involve sick reviews
- When required write and present straightforward statement of case for Performance & Conduct meetings
- The recruitment and selection of domestic assistants
- Action and complete all relevant and operational cleaning requests
- Ensure sufficient stock is requested, ordered, delivered and maintained for the domestic staff
- Identify domestic operatives mandatory training needs are fully satisfied and undertake training of domestic staff in cleaning duties, floor care, COSHH and basic Health & Safety
- Fault finding on cleaning machinery, to report any mechanical or safety defects and the need for repairs to works department or appropriate company
- To complete the induction and training of all new staff
- Inputting of cleaning standards data on the Maximiser quality control system and rectification of failures
- The monitoring of budgets, material's and staffing levels to ensure all remain within agreed limits

- Planning costed duty rosters and allocating work. All weekly rotas must be within the agreed weekly budget and monitored
- Responsible for the KSF development review process

## 5. RESPONSIBILITY FOR LEADING AND MANAGING

### Quality of Service:

- Pro-actively identifies recurrent service issues and implement agreed solutions under the direction of the domestic manager
- Implements the appropriate activities from various facilities action plans
- Action the domestic managers instructions
- To actively participate in the Trust appraisal system ensuring all staff are given appraisals as per trust policy.
- Initiate and report the results for local patient and employee surveys
- Ensure the reporting and progressing of all relevant and outstanding requests to the Facilities Help Desk
- Receive and action direct patient and visitor feedback
- Ensure the Trusts uniform policy is complied with
- Actively ensure domestic operatives work in accordance with the Trusts infection control requirements
- To ensure cleaning and hygiene standards are maintained through out the hospital following agreed work schedules
- Maintain agreed service levels
- To wear the required uniform and act as a role model to the domestic staff in respect of uniform, appearance and conduct
- To ensure that one's own mandatory and statutory training is up to date and manages domestic staff mandatory and statutory training to ensure compliance.

## 6. RESPONSIBILITY FOR INFORMATION RESOURCES

- Through self-development and where identified through appraisal continuously update knowledge of new policies in order to maintain and improve services and own competence by attending training and development course where appropriate.
- Ensure that trust policy on confidentiality is adhered to at all times.

## 7. RESPONSIBILITY FOR RESEARCH AND DEVELOPMENT

### Auditing of Services:

- Actively participate in cleaning audits arranged by the Patient Services Managers
- Address any areas of non-compliance with the Trusts agreed service level agreements within agreed service level agreements
- Undertaking appropriate risk assessments to proactively identify areas of non –compliance and risk and take action as appropriate
- Implement pro-active measures to prevent the recurrence of service failures

## 8. GENERAL RESPONSIBILITIES

The post holder will be required to contribute to the development of the wider domestic team and this will result in the post holder benefiting from development opportunities created through occasional job rotations at the same or a similar level.

Assist with and support the front of house team leader as required to ensure that the users of the Atrium and Peter Samuel Hall experience a quality user friendly service at all times

## 9. INFECTION CONTROL

Infection control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trust's Infection Prevention and Control policies and procedures and the Health Act (2006) Code of Practice for the prevention and control healthcare associated infections and make every effort to maintain high standards of infection control at all times thereby reducing the risk of Healthcare Associated infections.

It is the duty of every member of staff to take personal responsibility for the prevention and control of infection, as laid down in the Trust's policies and procedures which reflect the statutory requirements of the Hygiene Code.

- To work in close collaboration with the Infection Control Team.
- To ensure that monitoring of clinical practice is undertaken at the agreed frequency.
- To ensure that the ward environments are cleaned and maintained to the highest standards; ensuring that shortfalls are rectified, or escalate as necessary.
- To ensure that all relevant monitoring data and issues are provided to the Directorate's Governance structures.
- To ensure that all staff are released to attend infection control-related educational sessions and staff with specialist roles, e.g. link practitioners, are released to undertake their duties.

## 10. Health and Safety at Work

The post holder is required to:

- Take reasonable care for the health and safety of himself/herself and other persons who may be affected by their actions or omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with

## 11. Confidentiality & Data Protection

The post holder has a responsibility to comply with the Data Protection Act 1998 and maintain confidentiality of staff, patients and Trust business.

If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.

You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the Data Protection Act 1998. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training (e.g. HISS induction, organising refresher sessions for staff when necessary.)

## 12. Conflict of Interest

The Trust is responsible for ensuring that the services for patients in its care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position, to gain or benefit themselves, their family or friends.

### 13. Equality and Diversity

The Trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job related needs of all staff working in the Trust are recognised. The Trust aims to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job.

You are responsible for ensuring that the Trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

### 14. Vulnerable Groups

- To carry out responsibilities in such a way as to minimise risk of harm to children, young people and vulnerable adults and to promote their welfare in accordance with the Children Act 2004, Working Together to Safeguard Children (2006) and No Secrets guidance (DH 2000).
- To demonstrate an understanding of and adhere to the trust's child protection policies.

### 15. Smoke Free

The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures.

### 16. Standards of dress

All staff are expected to abide by the Trust's guidance on standards of dress.

This job description outlines the current main responsibilities of the post. However the duties of the post may change and develop over time and may therefore be amended in consultation with the post holder,