



Hampshire Hospitals  
NHS Foundation Trust

# Application & Recruitment Pack



**LIFE CHANGING  
CHANGING LIVES**

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# *Welcome from* *Chief Executive Officer* Alex Whitfield



Dear Candidate,

Thank you for your interest in this post and for taking time to read this information pack. We hope this exciting and rewarding role catches your imagination and you are encouraged to apply and contribute to providing outstanding care for the people of Hampshire.

Our vision is to provide outstanding care for every patient. Patient care is at the heart of what we do at our three sites Basingstoke and North Hampshire Hospital, Royal Hampshire County Hospital in Winchester and Andover War Memorial Hospital. Hampshire Hospitals NHS Foundation Trust provides medical and surgical services to a population of approximately 600,000 across Hampshire and parts of West Berkshire.

We provide specialist services to people across the UK and internationally. We are one of only two centres in the UK treating pseudomyxoma peritonei (a rare form of abdominal cancer) and we are leaders in the field of tertiary liver cancer and colorectal cancer.

The trust employs over 8,600 staff and has a turnover of over £450 million a year. As a Foundation Trust, we are directly accountable to our members through the governors. The Council of Governors represent the interests of their constituencies and influence the future plans of the Foundation Trust.

We expect the post holder to uphold the trust's CARE values:

**COMPASSION** caring about our patients and our staff

**ACCOUNTABLE** and responsible, always improving

**RESPECT** for all colleagues, patients and their families

**ENCOURAGING** and challenging each other to always do our best

We are really excited to hear from you and look forward to receiving your application.

Yours sincerely



Alex Whitfield, chief executive

# Job Description

<b>JOB DESCRIPTION</b>	
<b>Job Title:</b>	Supervisor for Domestic Services
<b>Department:</b>	Facilities
<b>Division:</b>	Corporate
<b>Salary Band:</b>	3
<b>Reports to:</b>	Domestic Services Lead
<b>Accountable to:</b>	Service Leads for Domestic Services
<b>JOB SUMMARY</b>	
<p>Domestic services are an essential part of the Facilities team and the department's primary aim is to provide safe and clean environment for all persons or items as required supporting the smooth running of the healthcare environment.</p> <p>The post holder is required to assist the Service Lead in the day-to-day running of the domestic services team and undertaking general cleaning duties. They will ensure that staff are trained and equipped to deliver and actively maintain the high standards required.</p> <p>We welcome drive and enthusiasm together with a flexible approach which supports staff through hands on working where required.</p> <p>Due to the nature of the work this role is set around a 7 day working pattern which means it is on a rotational shift pattern which includes weekends, nights and bank holidays.</p>	
<b>KEY RESULT AREAS/RESPONSIBILITIES</b>	
<ul style="list-style-type: none"> <li>• Allocate and as necessary undertake Cleaning duties.</li> <li>• To manage / develop and monitor domestic staff and their workload within shift ensuring there is safe &amp; compliant cleaning of the buildings.</li> <li>• Ensure the day to day smooth running of the designated domestic team as part of the wider domestic service through the supervision and training of staff within own discipline</li> <li>• Ensure required standards of cleanliness are consistently achieved in line with Targets, Trust policies, SOP and cleaning schedules.</li> <li>• Monitor the quality of work activities undertaken by the designated team using written and IT based system through audit and working with clinical and infection control staff in accordance with target, timescales &amp; achieving KPI's.</li> <li>• Report any faults (maintenance or other) using appropriate systems and check they are followed through.</li> </ul>	

- Liaising with all departments/wards on tasking and planning activities, support close working relationships with clinical teams.
- Undertake high level cleaning/specialist tasks e.g. deep clean and HPV/UVC processes.
- Organise, plan, record and ensure completion of deep clean / HPV / UVC program in the event there is need to decontaminate or where there are periods of increased incident.
- Attend area huddles/ site meetings/ departmental huddles as required.
- Ensure the completion of departmental management forms for example but not limited to: Annual leave requests, Sickness absence recording forms, timesheets, deep clean recording forms , return to work forms, appraisals , tool box talks.
- Update and maintain domestic staff rotas ensuring adequate cover is provided at all times.
- Liaise with Domestic Stores Lead to submit orders and deliver supplies of stores for your teams.
- Liaise with auditing team to ensure all audits and rectifications are completed inline with SLA/KPI.
- Take part in the recruitment of domestic staff when necessary.
- Completion of COSSH/Risk assessments as instructed

#### **MANAGEMENT AND LEADERSHIP**

- Responsible for the day-to-day supervision of Domestic staff.
- Responsible for ensuring Domestic staff adhere to Trust policies, procedures and guidance at all times.
- Manage allocation, adjustments, variations of authorisation hours in accordance with the department's roster system and trust protocols.
- Complete routine paperwork as required for position.
- Assist the Domestic Service Lead, with performance, development , welfare and management of the domestic teams in accordance with Trust procedures.

#### **CUSTOMER CARE FOR PATIENTS AND/OR SERVICE USERS**

- To ensure all telephone and verbal enquiries from patients, public and staff are responded to in a prompt, polite, friendly and courteous manner.
- Communicate and liaise with clinical and non-clinical staff across the Trust, suppliers and other external organisations/stake holders.

#### **COMMUNICATION**

- Liaise with Trust colleagues, patients, visitors and the public in an appropriate manner at all times.
- Be perceptive to concerns, the mood of the service and to anticipate what support leadership or development measures are required.
- Communicate and respond appropriately to patients/clients / staff displaying challenging behaviour. Provide and receive information electronically, verbally or in writing which may be of a confidential or sensitive nature and ensure that this is communicated properly within the organisation.
- To liaise with management team(s), over monitoring and management of the priority and capacity issues.

- To ensure all telephone and verbal enquiries from patients, public and staff are responded to in a prompt, polite, friendly and courteous manner.
- Maintain effective levels of communication within the team/service/divisional team(s).
- Participate in Trust and team meetings.
- To be effective, clear and accurate when using all forms of communication throughout the Trust.
- Work in partnership with all healthcare professionals; maintain effective communication that benefits patients' and staffs well-being.
- To comply with Trust policy on confidentiality and data protection.

#### **PLANNING AND ORGANISATION**

- Be the lead to plan and implement Domestic services requirements on a daily basis.
- To assist with medium and long-term Service Plans / development in conjunction with the Service Lead.
- Through effective planning and communication with team(s) deliver an efficient ,effective domestic and scheduled cleaning services as part of the wider domestic service.
- Ensure daily, weekly targets/tasks are completed /achieved routinely.
- Advise the management team of changes affecting their designated areas of activity and tasks.
- To co-ordinate, arrange and complete deep cleans and HPV/UVC cleans when required.

#### **BUDGETARY AND RESOURCE MANAGEMENT**

##### **STAFF MANAGEMENT**

- Act as a role model for all Facilities Staff
- Arrange cover for absences.
- Carry out staff appraisals, mentorship and training of the Domestic service team, supporting the development of their skills and ability to carry out tasks in line with methods and procedures of the department.
- To manage all informal elements of staff management and the well-being, and the escalation of those issues to line managers in line with trust policies.
- Report any shortfalls in respect to supplies and equipment to the appropriate line manager
- Manage and resolve informal conduct/performance issues with domestic staff
- Undertake Return to Work interviews following sickness absence
- Undertake annual competency checks for existing domestic staff
- Undertake staff appraisals
- Ensure domestic staff maintain mandatory training compliance

#### **TEACHING AND TRAINING RESPONSIBILITIES**

- Ensure that mandatory and job-specific training is provided for new and refresher training existing staff so enabling them to undertake their duties effectively, safely and within legislative requirements.
- Keep up to date development plans for staff in line with staff and personnel appraisals.
- Maintain records as requested by the Manager and general services for quality assurance, staff records and other purposes.

- To carry our regular workshops talks and communication update from the trust and the management team. To ensure own completion of mandatory and statutory training and maintain full compliance.
- Train and monitor new and current employees in the correct methods of cleaning in accordance with local procedures.  
Support the local induction of new staff to the department

#### **TRUST VALUES**

Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Trust to define and develop our culture.

The post holder will be:-

- **Compassionate, caring about our patients.**
- **Accountable and responsible, always looking to improve.**
- **Encourage a respect for all service and show integrity in everything.**
- **Encouraging and challenge your shift team to always be the best.**

#### **ADDITIONAL INFORMATION**

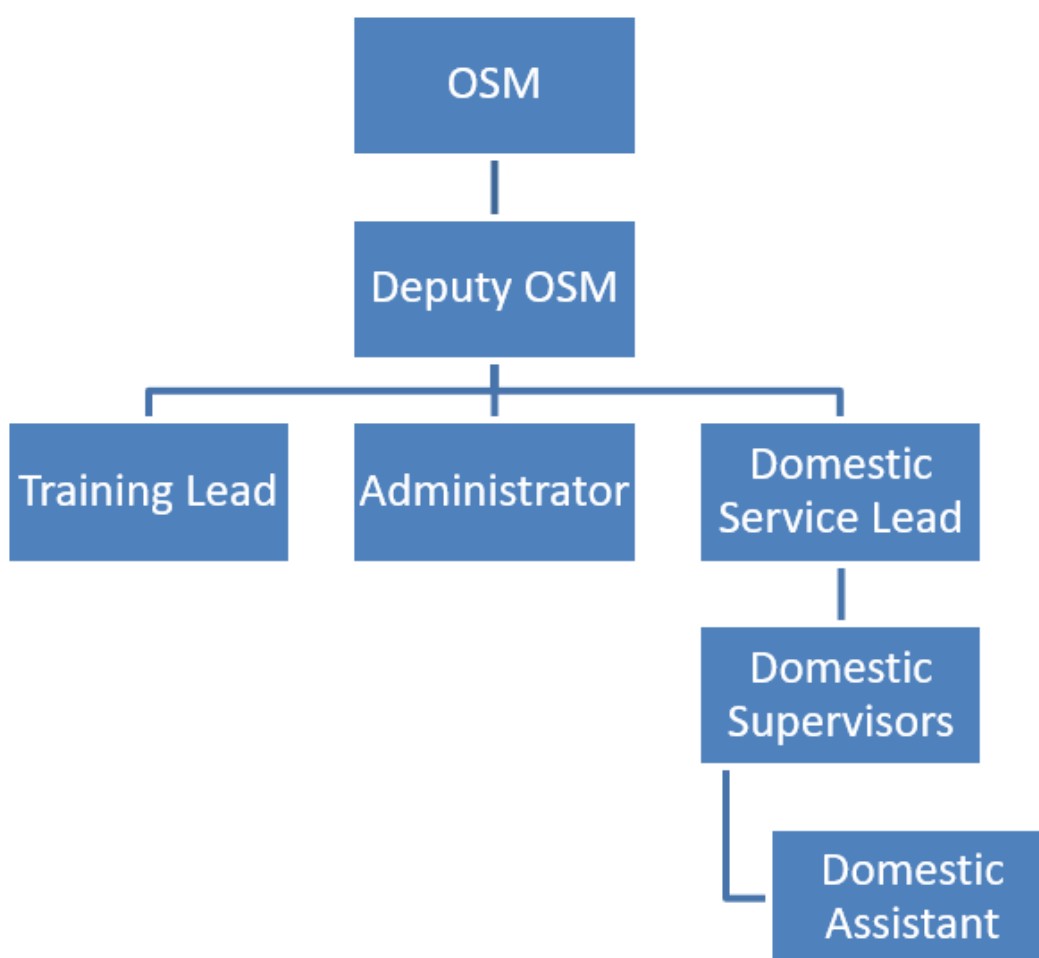
This job description is designed to assist post holders with understanding what is expected of them in their role. Hampshire hospitals NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A to this Job Description and Person Specification details key information you should be aware of.

**ORGANISATION STRUCTURE**





# Person Specification

<b>PERSON SPECIFICATION</b>	
<b>Job Title: Domestic Shift Lead</b>	
<b>Training &amp; Qualifications</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Health and Safety Awareness</li> <li>• Manual Handling</li> <li>• NVQ in Supervision or willing to take on development</li> <li>• Level 1 standard literacy and Numeracy test on entry/or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership / Management Qualification</li> <li>• Health and Safety Qualification</li> <li>• ECDL or similar IT Qualification</li> <li>• BICS qualified</li> <li>• Customer care training</li> <li>• Dementia Training</li> </ul>
<b>Experience &amp; Knowledge</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Previous experience in a Domestic Services or similar public facing service</li> <li>• Be able to use IT packages including Teams, Outlook, Excel and Words.</li> <li>• Knowledge of manual handling and health and safety regulations</li> <li>• Knowledge of Infection Control procedures</li> <li>• Experience of day-to-day supervision of staff</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of COSHH regulations</li> <li>• Experience of working in a health care environment</li> <li>• Experience of managing large teams</li> </ul>

Skills & Ability	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Ability to communicate with staff, visitors and patients under challenging circumstances</li> <li>• Able to record details clearly and accurately</li> <li>• Understanding of rota management and annual leave.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience leading a team</li> <li>• Conflict resolution / breakaway training</li> </ul>
Other Specific Requirements	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Physically fit enough to undertake duties ,lifting standing , twisting and bending movement activities safely</li> <li>• Able to remain calm under pressure and in difficult situations</li> <li>• Problem solver, able to deal with difficult situations</li> <li>• Able to prioritise work load</li> <li>• Be a good communicator</li> <li>• Be adaptable and willing to develop</li> </ul>	<ul style="list-style-type: none"> <li>• Driving Licence</li> <li>• Experience of using different IT devices</li> <li>• </li> </ul>

Post holders signature: ..... Date: .....

Managers' signature: ..... Date: .....

## APPENDIX A

### ADDITIONAL INFORMATION APPLICABLE TO ALL POSTS

#### **Confidentiality**

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal.

These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.

#### **Equality and Diversity**

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

#### **Quality & Safety**

Patient, service/facility user and staff safety is paramount at Hampshire Hospitals NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. To ensure the practice of self and others is at all times compliant with both the safeguarding children's policy and guidance and vulnerable adult's policy.

The post holder should be aware of current health and safety policies of the Trust. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

#### **Vetting & Barring Scheme**

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offense for someone Barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone Barred from working with vulnerable adults or children are liable for prosecution.

#### **Infection Control**

To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their

environment.

**Governance and Risk**

Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

**Duty of Candour**

The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

**Safeguarding**

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trust's Policies.

**Training & Personal Development – Continuous Professional Development**

There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students / trainees and other learners in practice.

**Sustainability and Carbon Reduction**

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.