

Job Description Template

Post Title: Domestic Services Supervisor	Post Reference:	
<p>Summary of the Role:</p> <p>Oversee the operational day to day supervision of Domestic Services delivered to community properties facilitated by CHS. The post holder require access to their own vehicle. Reimbursement rates will be applicable.</p> <p>Ensure quality services are delivered in compliance with relevant service specification and key performance indicators.</p> <p>To provide continuous delivery of services and all associated policies and procedures are implemented as required.</p> <p>To function as key contact for all daily operational issues, concerns and service failures, responding to and resolving such issues in a professional and timely manner.</p>		<p>Reports to: Assistant Facilities Manager – Domestic Services</p> <p>Base / Location: HRI and Community properties facilitated by CHS</p>
Key Responsibilities		Working Relationships & Contacts
<ul style="list-style-type: none"> ▪ Ensure sufficient numbers of staff are available to deliver quality and timely Domestic Services. Cover any staff shortages due to absence by the reallocation of work duties. Escalate issues to line manager where necessary. ▪ Respond to service delivery issues in a timely and professional manner. ▪ Conduct monthly team briefings, ensuring all colleagues are kept fully up to date. ▪ Communication both written and verbal, to all levels of staff relating to the provision of Facilities Services. ▪ Provide and receive technical and non-technical information, ensuring where relevant, such information is communicated effectively up to senior management level. ▪ Undertake such training as required to fulfil the responsibilities for Domestic Services Supervisor. ▪ Resolve operational services issues and failures in meeting the required service standards using own knowledge and experience. ▪ Analyse performance information related to the operational delivery of Domestic services. Assess any required action to recover failed standards and escalate where appropriate to the Assistant Facilities Manager 		<ul style="list-style-type: none"> ▪ Deputy Head of Facilities ▪ Assistant Facilities Manager, Cleaning Services ▪ Domestic staff ▪ Clinical Staff ▪ Departmental/ward/area staff ▪ Finance Colleagues ▪ CHS colleagues

<ul style="list-style-type: none"> ▪ Identify and action any poor practice which may result in financial loss to the Trust and report such to the Facilities Manager. ▪ In conjunction with the Facilities manager, organise on a day-to-day basis, the planning and delivery of Domestic Services in accordance with service specifications, work instructions, service level agreements and client requirements. ▪ To respond to incidents occurring with staff within the department and inform Facilities Manager of such matters. Conduct initial investigation as appropriate. ▪ To ensure all work allocated is undertaken and completed in accordance with relevant policies and procedures, accurately and within agreed timescales. ▪ Prioritising competing work areas effectively and with regard to appropriate deadlines within a managed framework. ▪ Liaise with departmental staff to identify any issues of service performance and agree recovery actions, reporting persistent failures to the Assistant Facilities manager. ▪ Check financial documentation for staff working in community settings e.g., overtime, consumable usage and time sheets. ▪ To organise and oversee any deep cleans and ad hoc/ periodic cleans. ▪ Ensure the safe and effective use of equipment, manage, and maintain machinery and provide adequate training. ▪ Assist the Facilities Manager with the recruitment, appointment, induction, training, monitoring and retention of staff. ▪ To liaise with multidisciplinary staff and stakeholders as appropriate to develop and maintain good working relationships and to ensure effective communication always takes place. ▪ Assist in the delivery and monitoring of appropriate work schedules, frequencies, and programs to ensure services are compliant with any associated standards to meet customer and service expectations. Conduct audits as per specification as required. Compile reports as required. ▪ Organise stock control and consumables as directed, distribute to community properties accordingly. ▪ To oversee the deep clean programme / teams ▪ To undertake individual appraisals and agree PDP domestic staff ▪ Undertake all such reasonable other duties as may be required as part of the Role. 	
Health and Safety	
<p>Healthcare Associated Infection</p> <ul style="list-style-type: none"> ▪ Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Company/Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene including the 	

‘naked below the elbow’ approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Company has the responsibility of ensuring that adequate resources are available for you to discharge your responsibilities.

Safeguarding

- The Company, via the Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation.
- The Safeguarding Policies place a duty upon every employee who has contact with children, families and adults in their everyday work to safeguard and promote their welfare. In the event that you have concerns about possible harm to any child or adult you should contact your line manager immediately or in their absence your Director. Out of hours contact should be made with the Trust’s on-call manager through switchboard.
- The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adults welfare. These individuals can be reached through switchboard during office hours by asking for the Named Professionals for Safeguarding Children or Adults respectively.
- The policies and procedures described below are located on CHFT’s intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training
 - CHFT Safeguarding Children Policy
 - Safeguarding Board Procedures for Children (www.calderdale-scb.org.uk or www.kirklees.gov.uk/safeguarding)
 - CHFT Procedure for Managing Allegations of Abuse Against Staff who Work with Children/Adults
 - CHFT Safeguarding Adults Policy
 - Safeguarding Board Procedures for Adults (www.kirklees.gov.uk/safeguardingadults or www.calderdale.gov.uk)

Probationary Periods	
<ul style="list-style-type: none"> ▪ All staff new to Calderdale and Huddersfield Solutions are required to undergo a 6 month probationary period (with the exception of staff on temporary or fixed term contracts for 6 months or less who are subject to separate arrangements). ▪ All existing CHS staff transferring internally to a new post within the company are required to undergo a modified probationary period of 3 months. 	
Equality Impact	
<ul style="list-style-type: none"> ▪ Calderdale and Huddersfield Solutions aim to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and services no individual is discriminated against by reason of their gender, gender reassignment, race, disability, age, sexual orientation, religion or religious/philosophical belief, marital status or civil partnership 	
Job Dimensions: (problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)	Performance Measures and KPIs
<ul style="list-style-type: none"> ▪ Responsible for safe use of equipment ▪ Exposure to dust, dirt, extreme temperatures and contained bodily fluids ▪ Accurate completion of documentation ▪ Frequent contact with patients on wards/clinical areas ▪ Long periods of time spent on feet ▪ Spending a lot of time problem solving, some decision making and constant monitoring ▪ Ability to drive to community properties using own vehicle (mileage payable) ▪ Manage own time and schedule according to service needs 	

Person Specification: (Please state Essential (E) or Desirable (D))			
Knowledge & Skills: <ul style="list-style-type: none">▪ Good organisational and supervision skills, ability to prioritise and organise own workloads (E)▪ Experience at working to deadlines. (E)▪ Ability to manage own time (E)▪ Multi-tasking skills (E)▪ Skilled at working with multi-disciplinary teams (E)▪ BICS trained (D)▪ Communicate appropriately with staff & service users both orally & in writing (E)▪ Numeric & writing skills to be able to accurately complete all necessary documentation (E)▪ Computer skills, excel, e-mail (E)	Experience <ul style="list-style-type: none">▪ Demonstrable experience at supervisor level within the Facilities Management environment. (E)▪ A general understanding of the NHS procedures and requirements relating to facilities services (E)▪ Ability to lead and supervise service delivery teams (E)▪ Good interpersonal and relationship building skills. (E)▪ Excellent ability to communicate effectively in writing and face-to-face. (E)▪ Knowledge and experience of Domestic services (D)	Qualifications <ul style="list-style-type: none">▪ A good standard of general education (E)▪ Evidence of continuing professional development (E)	General <ul style="list-style-type: none">▪ Able to fulfill the health requirements of the post as identified in the Job Description, taking into account any reasonable adjustments recommended by Occupational Health. (E)▪ Demonstrate a commitment to continuing professional development and academic progression▪ Must be eligible to work in the UK. (E)▪ Ability to work in various locations throughout the network of services provided by the Company/Calderdale and Huddersfield NHS Foundation Trust. (E)▪ Must have access to own vehicle (E)
Core Principles: <ul style="list-style-type: none">▪ We put the patient first▪ We go see▪ We do the must dos▪ We work together to get results Core Behaviours : <ul style="list-style-type: none">▪ The attitudes and behaviours we expect from each other can be	<ul style="list-style-type: none">▪ Commitment, self-motivation,▪ able to commit to maintaining high standards of personal hygiene▪ ability to communicate well within the Domestic services team, both individually and as a group.▪ Ability to work flexibly.▪ To remain professional and respectful at all times		

<p>found in the staff handbook for new employees</p>	
<p>Core Leadership Behaviours:</p> <ul style="list-style-type: none"> ▪ To act as a role model for the Company. ▪ Supportive ▪ Responsive ▪ Compassionate ▪ Honest 	<ul style="list-style-type: none"> ▪ Encourage staff to work as a team ▪ work together to get results ▪ Be responsive to all situations ▪ To remain professional and respectful ▪ To assist in implementation of decisions made by management

