

JOB DESCRIPTION

| | |
|-------------------------------|---|
| JOB TITLE: | Cleaning Supervisor |
| BAND: | 3 |
| HOURS: | Full and part time shift patterns. Shift patterns will require a working weekend on a rota basis. |
| TYPE OF CONTRACT: | Permanent |
| DEPARTMENT: | Cleaning |
| SPECIALITY / DIVISION: | Estates and Facilities |
| RESPONSIBLE TO: | Cleaning Manager |

JOB SUMMARY:

To supervise and co-ordinate members of the cleaning team, to ensure an efficient and effective cleaning service which meets the requirements of the National Standards of Healthcare Cleanliness and the needs of the Trust. Responsible for monitoring the efficacy of the cleaning methods used and ensuring cleaning staff are competent in following cleaning procedures.

Daily allocation of cleaning staff to ensure all areas of the hospital are kept clean in line with functional risk levels. Visiting cleaning staff in their place of work to provide support to all team members, and ensure compliance with required cleaning schedules and cleaning methods.

MAIN DUTIES & RESPONSIBILITIES:

1. Allocate cleaning staff on a daily basis using a computerised allocation sheet, ensuring that all areas of the hospital are cleaned, in line with functional risk levels for each area.
2. Prioritise cleaning in the event of staff shortages, minimising risk and ensuring shortages do not adversely affect any one area
3. Visit staff in their work area, ensuring that cleaning staff are supported in their role and ensuring compliance with required cleaning schedules and cleaning methods

4. Ensure assurance documentation is completed by cleaners on wards and departments immediately following completion of assurance checks. Assurance documentation includes water flushing, food safety and cleaning frequency
5. On receipt of cleanliness audit results, issue cleaners with failures list if applicable, and ensure rectifications are completed within the required timescale for the functional risk level
6. Complete competency checks, ensuring cleaning staff are competent to clean to the required standard, using agreed cleaning methods. Competency checks are to be completed at least annually for each cleaner and documented.
7. Provide refresher training as required to ensure staff are competent to clean to the required standard
8. Ensure all cleaning staff adheres to the departmental cleaning policies and procedures
9. Ensure that cleaning staff use safe working practices i.e. meet COSHH regulations, wear PPE, and meet manual handling regulations
10. Monitor the performance of cleaning staff and address minor performance issues in line with Trust policies. Bring repeated or more serious performance issues to the attention of the Cleaning Manager
11. Appraise cleaners annually, reviewing performance including the outcome of their competency check, agree objectives and personal development plans
12. Complete a Health and Wellbeing conversation annually with cleaners, signposting staff to appropriate services where necessary
13. Complete local induction and initial training for new starters within the department
14. Complete return to work interviews for all cleaners returning from periods of sickness absence, ensuring that reason for the sickness is accurately recorded, whether any support is required to enable the member of staff to return to work safely or reduce potential future sickness episodes and discuss patterns or trends in sickness absence
15. Where attendance targets have been breached, refer sickness cases for 1st formal meetings to the Deputy Cleaning Manager and to the Cleaning Manager for 2nd formal meetings
16. Maintain annual leave and sickness records, using electronic systems where available. Ensure reasons for sickness are recorded, and records are kept accurate
17. Management of cleaners annual leave requests, ensuring sufficient staff are available to maintain cleaning standards in line with departmental policies and procedures

18. Authorisation of timesheets/e-rostering system for cleaning staff, ensuring accurate information is submitted for payment.
19. Liaise with the Infection Prevention and Control team as necessary
20. Assist Cleaning Managers with the interviewing and selection of cleaning staff
21. Supervise contract cleaners when engaged by the Trust to assist with cleaning duties to ensure they meet required standards
22. Reporting equipment and maintenance requirements on the Estates helpdesk system (Shire) and follow up requests to conclusion
23. Actively participate in cleaning department meetings, ensuring that all action points are dealt with in an appropriate and timely manner
24. To contribute to service developments and to promote the cleaning functions to enhance the profile of the cleaning team
25. Completion of Datix reports for accidents and incidents within the department
26. Assist with cleans as and when required to meet the demands of the hospital

POLICIES AND EXPECTED STANDARDS

The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. The Code of Expectations of Employees in particular set out what you as a post holder are required to follow at all times and you should study this carefully. Failure to comply with any of the Trust's policies may result in disciplinary action up to and including dismissal.

All staff must have an understanding of their responsibilities in relation to being accountable for knowing who is in and has access to their area of work. Staff must recognise the need to challenge appropriately and understand their duty of care relevant to their position within the organisation. Staff must be familiar with and understand the correct reporting process where there has been a potential breach.

OUR VALUES & BEHAVIOURS

All staff are required to adopt and follow the Trust values and behaviours at all times. Our values and behaviours are:



New staff will be presented with a leaflet outlining the values and behaviours expected of them at trust induction.

CONFIDENTIALITY & INFORMATION GOVERNANCE

All post holders must comply with all relevant legislation & Trust Policy with regards to Confidentiality & Information Governance, including the Data Protection Act (2018) ensuring that no information obtained through work is communicated to any persons other than those requiring it to complete their duties.

SAFEGUARDING ADULTS & CHILDREN

All Trust staff have a responsibility to safeguard adults & children which includes an understanding of the relevant Trust & Local Safeguarding Adults & Children's Board Policies.

HEALTH AND SAFETY

Employees must act at all times in line with relevant Trust Policies & the Health and Safety at Work Act (1974) to ensure a safe environment for patients, visitors and staff.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

All Employees are responsible for ensuring that:

- your practice so far as is reasonably practicable, protects patients, staff and other persons against risks of acquiring HCAIs;
- where patients present with an infection or acquire an infection during treatment, that they are identified promptly and managed according to good clinical practice to treat the infection and reduce the risk of transmission.
- you follow all Trust policies, procedures and processes to meet the duties set out in the NHS Hygiene Code and assist in their full compliance by all staff within your department.

HEALTH & WELLBEING

The Royal United Hospital is committed to promoting the Health & Wellbeing of its staff. The Trust is a smoke free site; smoking is not permitted anywhere in the grounds. The Trust has a Stress Management Policy, which staff should familiarise themselves with to ensure that they have adequate support for the management of their own, and their colleagues stress. The Trust has an onsite Employee Assistance Programme (EAP) which is available to all staff, offering support to staff & their families.

EQUALITY & DIVERSITY

The Trust values Diversity and actively works towards promoting Equality both in terms of its healthcare provision and within its current and potential workforce. It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

PATIENT AND CARER EXPERIENCE

The Trust continuously aims to improve the experience of patients and carers using the RUH. All staff are expected to follow the guidance contained in the Patient Experience Strategy for the RUH;

The 3 main points to remember are:

- 1) Communicate clearly with people;
- 2) Involve patients and carers in their care and with the hospital;
- 3) Seek out and use patient and carer feedback in all services.

Also refer to the Carer Policy, Respect behaviours and references to improving experience contained in policy and guidance; all staff will be aware of Equality and Diversity and will assist with accommodating people with special needs. Your individual behaviour can make a significant difference to patient and carer experience.

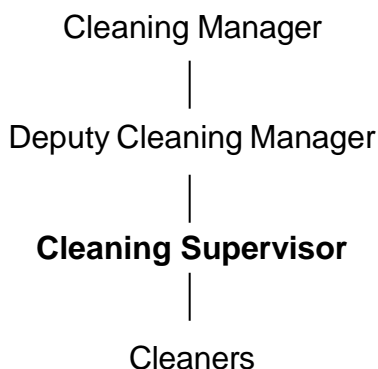
FLEXIBILITY

This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

DIMENSIONS

Supervision of cleaning staff (250 WTE) between team of 15 WTE supervisors.

STRUCTURE CHART



ANNUAL LEAVE ENTITLEMENTS:

| Length of Service | Annual leave and public holidays |
|---------------------------|---|
| On appointment | 202.5 hours plus 60 hours (27 days + 8 days) pro rata for part time staff |
| After five years' service | 217.5 hours plus 60 hours (29 days + 8 days) pro rata for part time staff |
| After 10 years' service | 247.5 hours plus 60 hours (33 days + 8 days) pro rata for part time staff |

NOTICE PERIODS:

| Band | Notice Period |
|-------------|----------------------|
| Band 1 – 3 | 4 weeks |
| Band 4 | 6 weeks |
| Band 5 – 6 | 8 weeks |
| Band 7 – 9 | 12 weeks |

PERSON SPECIFICATION

| CRITERIA REQUIRED | ESSENTIAL | DESIRABLE |
|--------------------------------------|--|--|
| Qualifications & Training | <p>ILM Level 3 First line management qualification or equivalent.</p> <p>Good general level of education to GCSE standard</p> <p>Cleaning science qualification or equivalent experience</p> <p>Basic Food Hygiene Certificate</p> <p>NVQ Level 2 in Infection Control and Customer Care or equivalent experience</p> | Intermediate Food Hygiene Certificate |
| Knowledge & Experience | <p>Experience in delivering training in cleaning</p> <p>Experience in Supervision/management</p> <p>Knowledge of Quality Monitoring – computerised/manual system</p> <p>An understanding of budgetary procedures</p> <p>Proficient in Microsoft Word, Excel</p> <p>Good understanding of Health & Safety requirements in cleaning services.</p> <p>Good understanding of infection control procedures.</p> | <p>NVQ Assessor experience</p> <p>Experience in supervision/management in a healthcare setting</p> |
| Values | <p>Values and respects others, treats everyone as an individual, is non-judgemental</p> <p>Motivated to be genuinely kind and caring</p> <p>Helps and co-operates with colleagues</p> <p>Pro-active and takes responsibility</p> | |

| | | |
|--|--|--|
| | <p>Willing to learn, open to change</p> <p>Motivated to make a difference in whatever way they can</p> <p>Takes pride in themselves, their appearance, their role and where they work.</p> | |
| Specific Skills | <p>Ability to plan & prioritise workload</p> <p>Ability to use own initiative</p> <p>Good organisation & time management skills</p> <p>Ability to liaise with a wide range of people and build effective relationships at all levels</p> <p>Communication and problem solving skills</p> <p>Strong interpersonal and team building skills</p> | |
| Physical Skills & Effort Emotional Effort | <p>Ability to work under pressure</p> <p>To have a positive attitude e.g. to have a sense of humour</p> <p>Frequent interruptions to deal with queries</p> <p>Manual dexterity able to use cleaning equipment</p> <p>Able to deal with conflict</p> <p>Exposure to distressing circumstances staff/patients relative's issues and general public.</p> <p>Occasional exposure to unpleasant conditions when visiting wards and patient areas.</p> | |
| Requirements due to Working Environment | Combination of sitting/standing /walking | |