

Job Details

Job Title:	Domestic Supervisor / Auditor
Hours of Work:	As Contracted
Band:	3
Department:	Domestic Services
Division:	Estates & Facilities
Base:	As Contract States

Reporting Arrangements

Managerially Accountable to: Deputy Hotel Services Manager

Professionally Accountable to: Hotel Services Manager

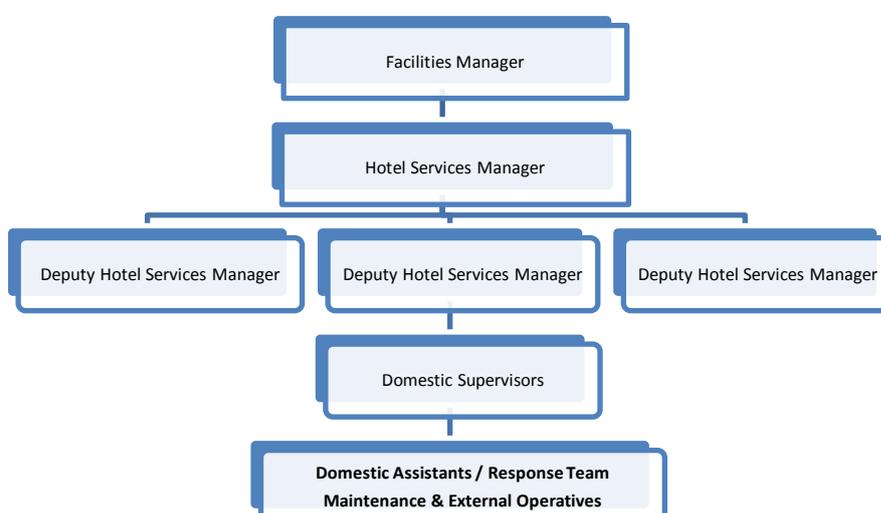
Responsible for: Domestic Service Staff

Job Purpose

Organise and supervise the cleaning and other domestic duties in all parts of the Hospital and OPD Units. Using NCS standard methods of cleaning/equipment and materials.

Organisation Chart

Illustrate the position of the job within the department/service, indicating any services/functions directly managed.



Duties and Responsibilities

Key results from the job holder

- Allocate & organise day-to-day work tasks and activities, adjust staff rotas for unplanned absences and release of staff for training
- Security of buildings
- Monitoring of performance of duties as laid down in work schedules
- Performance of duties in accordance with approved methods, frequencies and standards.
- Training & assessment of staff in the use of equipment machinery, COSHH and cleaning materials as directed
- Allocation of cleaning materials and equipment
- Make spot checks on wards and Departments to check on cleaning standards
- Monitor the compliance of the uniform policy
- Attend relevant training courses as directed
- Completion of Datix reporting system
- Adopt a flexible approach when undertaking supervisory or domestic duties as part of a team, including colleagues and other staff, working towards the highest possible standards of patient care.
- Ward cleaning and use of machinery as necessary
- Hospital site key holder, key allocation of, user of alarm systems
- Audit cleaning standards to National Standards and Quality assurance procedures on wards and Departments, take corrective action when necessary.
- Liaises with wards, departments and accommodation
- Handles complaints and takes preliminary action to resolve
- Distribution of team brief to domestic assistants
- Take action as necessary on reported accidents at work and defects with machinery and buildings. Carry out initial investigations into accidents at work.
- Implement policies and make recommendations to improve or change work practices for own area
- Assist with Interview & selection of staff in compliance with the HR Recruitment policy
- Completion of PDR's with domestic assistants
- Return to work interviews in compliance with the HR Absence policy
- Completes timesheets SVL or work records, control and allocation of overtime within set guidelines
- Production and monitoring of stores requisitions
- Training & assessing in conjunction with the Domestic Services Training protocols

Planning and Organisational Duties

- Work to standard operational procedures.
- To work in accordance with the day to day tasks and activities, as assigned
- Performance of duties in accordance with approved methods, frequencies and standards, adhering to policy & national cleaning standards
- Maintain departmental records including cleaning checklists
- Requirement to support and participate in audits as required
- Adhere to all cleaning schedules for all areas across the site

Communications and Key Working Relationships

- Work in cooperation with colleagues, infection control and other staff in all areas to achieve high standards of cleanliness
- Communicate effectively with colleagues and members of Trust staff
- Communicate with tact and sensitivity in contact and communication with patients and service users.
- Fosters good working relationships within own team and across the wider teams.
- Treat patients and service users with dignity and respect.
- Ensure that confidentiality is maintained, when in contact with patients and service users

Responsibility for Finance

- Responsible for the security of Trust keys
- Replenish all supplies of cleaning materials ensuring stock levels are maintained
- Ensure that premises are locked and secured upon completion of duties, where appropriate
- To complete own time sheets/work records accurately and submit them on time

Responsibility for Human Resources

- Ensure compliance with mandatory training and attend other relevant training courses, as directed

Responsibility for Health & Safety

- This role involves working with cleaning chemicals. Responsible for diluting them to the required standards and ensuring that they are used correctly in line with health and safety requirements.
- Adhere to 'clean as you go' and ensure spillages are cleaned up immediately.
- Ensure that any machinery and building defects are reported to the Domestic Supervisor in a timely manner, and in accordance with Trust policy
- Acts within the boundaries of infection control policies ensuring best practice at all times and contributing towards an infection free environment.
- Significant manual handling required, moving trolleys, waste bins, cleaning equipment.
- Compliance with the Health & Safety at Work Act 1974 – the post holder is required to fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

Responsibility for Teaching

- Demonstrate duties to new starters

Work Circumstances & on-call

- May be required to work unsocial hours
- Could be required to work flexible hours or work on another site
- Contact with ill patients within clinical areas
- Comply with the Trust's uniform policy

Standard Duties & Responsibilities

The Trust operates a No Smoking Policy.

All Wrightington Wigan and Leigh NHS Foundation Trust staff employed within Clinical Environments and have contact with children, vulnerable adults; service users and their families must familiarise themselves, be aware of their responsibilities and adhere to Local Safeguarding Children's Board, Local Safeguarding Adult Board and WWL Procedures for Safeguarding and Protecting Children which are available on the Trust Policy Library.

In accordance with Part 7 of the Immigration Act 2016, employees who are required to interact regularly with the public, both face to face, and by telephone, are required to be able to speak English to an appropriate standard relevant to their role, i.e. with confidence and accuracy, using correct sentence structures and vocabulary, and without hesitation.

Compliance with the General Data Protection Regulators 2016, Data Protection Act 2018 and Information Governance Principles – the postholder is not entitled to use for their own benefit or gain, or to divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to the Trust or relating to the Trust's affairs or dealings which may come to their knowledge during employment.

Compliance with the Health & Social Care Act 2008 – Code of Practice on the Prevention and Control of Infections and related guidance – the post holder is required to fulfil a proactive role towards the reduction and management of healthcare related infection in all of their actions. This entails compliance with Trust Infection Prevention and Control policy and related Standard Operating Procedure (SOP's); along with risk assessment of all situations; as staff have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Staff must be fully compliant with Trust Infection prevention and Control eLearning policy.

All applicants to any post within the Trust are required to declare any involvement either directly or indirectly with any firm, company, relevant person or organisation which has any interest with the Trust, the services provided by the Trust or any element of patient care. Failure to do so may result in an employment application being rejected, or if it is discovered after appointment the omission of such information could lead to dismissal. This includes any form of private practice relating to medical care.

Compliance with Trust Policies and Procedures including the Code of Conduct.

Compliance with Standing Financial Instructions (SFIs) – The SFI's identify the financial responsibilities which apply to everyone working for the Foundation Trust and its constituent organisations including trading units. Failure to comply with Standing Financial Instructions can in certain circumstances be regarded as a disciplinary matter that could result in dismissal. Compliance with the SFIs is monitored by the Finance Department and

post holders are therefore required to understand their responsibilities outlined within this document and ensure compliance with its instructions.

Responsibility for all records (including patient health, financial, personal and administrative) that they gather or use as part of their work within the trust. The records may be paper, electronic, microfiche, audio or videotapes, x-ray images.

Any other duties appropriate to the grade. The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the postholder.

This document is also available in audio, large print, Braille and other languages upon request. For more information call 01942 773106.

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