

JOB DESCRIPTION

‘Happy to talk about Flexible Working’

Job Title:	Housekeeping Supervisor
Department:	Housekeeping
Hospice Band:	H
Reports to:	Facilities Manager
Responsible for:	Housekeeping Team at Selly Park Site/Erdington (1 role per site)
DBS Required	Enhanced

Job Purpose

The Housekeeping Supervisor job provides assurance through the Facilities Manager that the Charity is compliant with relevant safety legislation. The post requires excellent interpersonal skills, attention to detail, supervisory knowledge of housekeeping services and a flexible solution focussed approach.

To provide, co-ordinate and audit an efficient and thorough but sensitive cleaning services to all areas of the main hospice building.

Ensuring full compliance with health, food safety/hygiene, infection prevention and control and waste management legislation. Prioritising tasks and line management of the housekeeping team including setting objectives, monitoring and managing performance, arranging rotas to ensure full service is maintained and reviewed as appropriate to meet operational needs.

Main Duties and Responsibilities

Housekeeping Services

- Ensure that an efficient and professional cleaning by reviewing and setting standards and processes, undertaking audits and provide reports on quality, cleanliness, compliance and resource implications.
- Prepare and maintain a 4-week rota, ensuring the housekeeping team is adequately staffed at all times.
- To instruct the housekeeping team in their role and required duties / allocation, ensuring a high standard is fulfilled at all times.
- To ensure feedback from infection prevention and control audits (internal/external) are action planned and put into action to ensure a quick resolution.
- Ensure all areas of the business have an adequate amount of housekeeping cover
- Ensure all reporting information is clearly recorded and accessible within shared computer records for ease of use and reference by internal and external authorities e.g. Care Quality Commission (CQC).
- To ensure that all cleaning consumables are ordered from current nominated suppliers in line with Company purchasing policy.
- Where appropriate undertake cleaning duties to provide support and meet requirements such as short notice deep cleans to ensure patients can be admitted in an emergency.
- In collaboration with Infection Control Lead, provide guidance and ensure compliance with infection prevention and control. Including providing advice on cleaning methods, equipment and furnishings to ensure the highest standards are maintained.

Safety and Security

- Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
- Identify and correct unsafe work procedures or conditions and/or report them to management.
- Follow Hazardous Material Management Program procedures for handling and disposing of chemicals, blood borne pathogens, etc., including using Material Safety Data Sheets (MSDS).
- Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
- Completion of company audits, focussed on cleaning standards, health and hygiene and facilities.
- Follow policies and procedures for the safe operation and storage of tools, equipment, and machines.
- Promote the use of proper equipment, wear appropriate personal protective clothing (PPE), and employ correct lifting procedures, as necessary, to avoid injury.
- Complete appropriate safety training and certifications to perform work tasks.

Facilities Services

- To ensure that any building imperfections are reported to management dependant on severity of repairs.
- Work closely with the wider facilities team to ensure all stock/consumables are ordered as and when required. To fill in where necessary.
- Audit cleaned rooms to ensure compliance to laid down schedules and processes.
- Support the wider team to ensure that the Charity maintains regulation standards for Health and Safety, CQC, Control of Substances Hazardous to Health (COSHH).
- Undertake any additional audit testing as directed by line manager.
- Perform all administrative duties with rigorous attention to detail and delivery of personal and team objectives, KPI's and defined business targets annually.

Patient Experience

- Embed a customer focussed service and dealing with complaints and compliments in a robust, visible and positive manner.
- Undertake patient and customer satisfaction surveys within areas of accountability to identify any areas of improvement and promote excellence. Acting on the results for continuous improvement and reporting back to appropriate groups/committees.

Leaderships

- Supervise and actively lead the team of housekeeping assistants and volunteers, identifying staffing resources, recruitment, arranging rotas, undertaking one to ones, annual appraisals and team meetings to manage performance.
- Actively promote wellbeing and development within the teams to enhance staff capabilities and experience.
- Undertake quality checks to ensure consistent standards are adhered to at all times.
- Review and as appropriate reallocate duties and work areas to meet the requirements of the organisation and services.
- Promote health and safety within the team including identifying risks, awareness of COSHH and working in a safe manner, challenging behaviours that do not meet this standard.
- Intermittent skills and understanding of all Microsoft software, including the use of Word, Outlook, Excel and SharePoint.
- Is experienced and can clearly identify what is acceptable behaviour within a team.
- To work within agreed budget guidelines on staff costs and consumables and to co-operate in any action necessary so as to keep to budget.

- Manage and support your teams with all day-to-day activities and ensure work tasks are completed on time and that they meet appropriate quality standards.
- Assists senior management in all aspects of required service.
- Serve as a departmental role model or mentor by working alongside employees to perform technical or functional job duties.
- Ensure compliance with company standards and policies and external regulations (e.g., safety, department-specific procedures such as food standards).
- Assist management in establishing and communicating goals, performance expectations, timetables and deadlines for shift or departmental operations to hourly employees and ensure that they are understood.

Health and Safety and Environmental Legislative Awareness

- Ensure equipment is used safely and well maintained
- Care Quality Commission (CQC) awareness and compliance
- To understand risk assessment processes including COSHH (Control of Substances Hazardous to Health), to be able to follow risk assessments and advise where control measure may need to be reviewed and updated
- Ensure the completion of statutory checks including legionella flushing as per agreed timescales and information is clearly identified.
- Ensure compliance with clinical waste regulations, including correct waste disposal methods and record keeping.
- To demonstrate high level of infection control including excellent hand hygiene and presentable appearance, to support food safety legislation
- To ensure legislative checks and records for all responsible areas are completed accurately and legibly. Records need to be maintained and accessible.
- Ensure all staff follow the instructions for safe working in the department and comply with relevant policies and procedures

Other Duties

- To be flexible, able and willing to cover across the rota during times of absence
- To be willing to participate in Hospice forums and groups
- To strive for continual improvement, providing customer focussed proactive approach to encourage, record and process customer feedback. Celebrating success and identifying opportunities for change.
- Ensure the continued dignity of patients.
- To work collaboratively with other teams to provide the best service and reflect the values of the hospice.
- To undertake any duties identified by the Facilities Manager commensurate to the grade.

General Duties

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

Equality and Diversity

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and Safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Hospice Health and Safety Procedures

Infection Control

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information Governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional Development

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding Children, Young People and Vulnerable Adults

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment

Pandemic or major incident

- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the Hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs

PERSON SPECIFICATION

Job Title:	Housekeeping Supervisor
Department:	Facilities
Band:	H

Requirements	Essential	Desirable	How identified
Education and Qualifications	<ul style="list-style-type: none"> • Good standard of education • Qualification in supervision or management or equivalent relevant experience 	<ul style="list-style-type: none"> • City & Guilds 764 Part 1 & 2 • NVQ 1/2 Cleaning & Support Services/Building Interiors • BICSc Cleaning Operator Proficiency Certificate • Supervisory training qualification • Infection control training • Basic Health & Safety Certificate • Other job-related training 	A/I/C
Knowledge and Experience	<ul style="list-style-type: none"> • Recent relevant experience of supervising staff in NHS or other healthcare environment • Cleaning in a healthcare environment • Supervising or training domestic staff • Experience in standards monitoring • Comprehensive Knowledge of infection control procedures • Comprehensive knowledge of cleaning methods, materials and equipment 	<ul style="list-style-type: none"> • NHS cleaning supervision • Knowledge of the National specifications for cleanliness in the NHS 	A/I
Personal skills and attributes	<ul style="list-style-type: none"> • Able to prioritise & work under pressure • Verbal, written and spoken communication skills • Self-motivated • Reliable 	<ul style="list-style-type: none"> • IT skills • Teaching/demonstration skills 	A/I

	<ul style="list-style-type: none"> • Team player • Flexibility to work evenings, weekends and bank holidays 		
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