

Job Description

Job Title	Facilities - Audit & Training Coordinator
Post ref no.	
Band	Band 4
Service area	Facilities Services
Location/Base	Bungalows Lynfield Mount Hospital
Accountable to	Hotel Services Manager

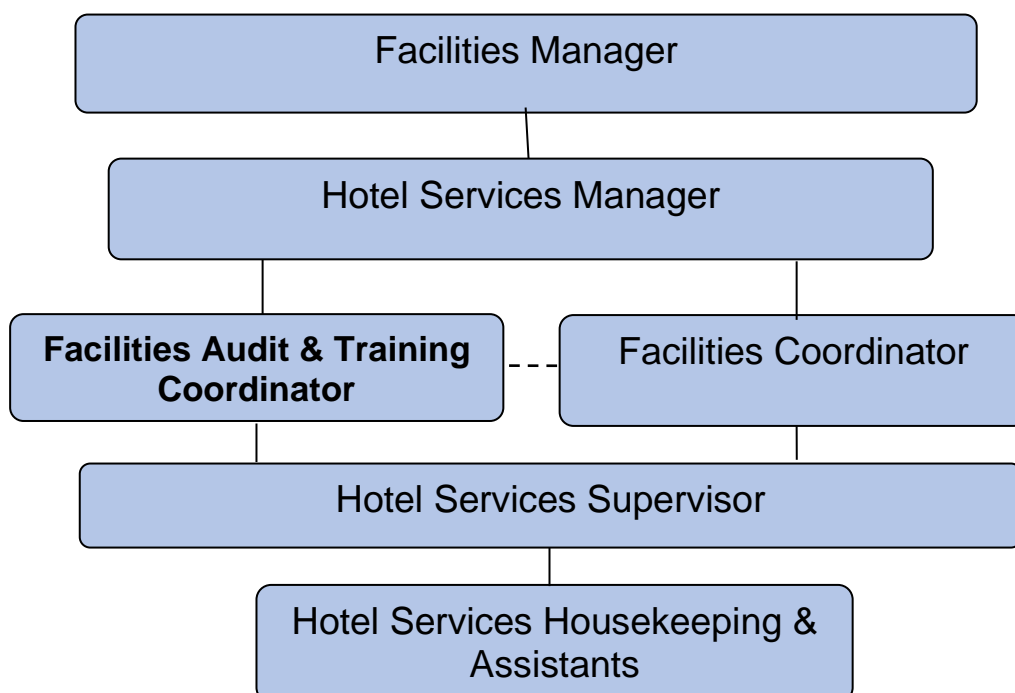
1. Job Purpose:

Working within Facilities to lead audit and training across the department, whilst supporting Hotel Services Operational Management; the post holder will provide a professional customer focused quality service within available resources.

This will involve developing a detailed knowledge and understanding of the service provided, and developing good working relationships with other supervisors, Facilities Managers & Staff.

Support the development of operational service delivery and improvement plans. Assist Hotel Services Manager to implement local protocols, procedures, and processes to provide assurance of compliance with guidance in relation to National Standards of Cleanliness (2021) and other guidance as directed by the Trust.

2. Organisational Chart



3. PRIMARY DUTIES & AREAS OF RESPONSIBILITY

3.1. Audit

The post holder will support the team to accurately monitor cleanliness in line with the NHS National Standards of Healthcare Cleanliness, via audit, analyse results, identify trends, and ensure remedial actions are taken to improve standards in a timely manner.

- Coordinate, administer and review the NHS National Standards of Healthcare Cleanliness audit programme.
- Develop, update, and review the audits schedule in line with the functional risk factor for each area.
- Plans time effectively to ensure audits are completed in line with schedule.
- Develop improvement plans and ensures completion where required.
- The role involves direct service user communication and interaction, working in challenging environments: including forensic, older people and adult mental health wards. The post holder may be subject to unpleasant working conditions whilst completing audits.
- Liaise with Service Managers, Ward Managers and Practice Managers and discuss audit outcomes and improvements where required.
- Provide advice, guidance and support and is responsible for communicating variations in compliance.
- Participate in a reciprocal audit verification programme with other Trusts.
- Review and update the auditing programme software and associated hardware with the licensee, ensuring systems are maintained to ensure they are recording relevant information.
- Assist in the production of the mandatory quarterly/annual reports in line with National Standards of Healthcare Cleanliness 2021.
- Lead on resolving operational performance issues that that have been highlighted by the audits

3.2. Training

To participate in delivering assurance of continuous improvement initiatives by assisting in developing, implementing, and supervising staff training programme to all Hotel Services staff.

- Coordinate training requirements by organising administration frameworks and staff training programmes to ensure continuous improvement initiatives.

- Coordinate and complete staff training to ensure compliance with Trust and Hotel Services mandatory training targets across the Hotel Services team. This will include COSHH and SSOW compliance.
- Update training matrices ensuring departmental records reflect training needs accurately to provide assurance of mandatory training in line with Trust and department requirements.
- Provides train the trainer sessions and ensures continued competency.
- Contribute to monthly meetings, effectively communicating team training requirement to Coordinators, Supervisors and Housekeepers. Prepares training meeting information.
- Assist administration for training on the National Cleanliness Standards 2021 and apprenticeships for staff.
- Develop, coordinate, and provide 'on job training' for the NHS Cleaning Operating Procedures training programme.
- To mentor and coach team Supervisors and staff to help them improve their skills and overarching service performance.
- Coordinate Hotel Services appraisal programme and develop training requirements action plan.

3.3. Hotel Services Operational Management

Support the development of operational service delivery and improvement plans.
 Manage the use of equipment and materials to ensure continuous service delivery and compliance to current health and safety regulations
 Promoting best practice in line with National Standards Cleanliness 2021.

- Support with day-to-day operational management of in-house cleaning, housekeeping and laundry services and external facilities management contracts of pest control, window cleaning, domestic and sanitary waste.
- Manage the use of equipment and materials to ensure continuous service delivery and compliance to current health and safety regulations.

3.4. Other Responsibilities

- Assist with administration for departmental Health and Safety, governance, and risk management. Continually monitor performance of the team to ensure their safety and welfare and review systems where necessary.
- Follows safe infection prevention and control guidelines, policies, and procedures. Ensures best practices are followed by Hotel Service staff in relation to infection prevention and control.

- Raise matters of non-compliance with Hotel Services Manager.
- Take appropriate action in the event of an emergency and provide the necessary liaison with the Emergency Services and clinical teams.
- Commits to the Green Plan; considers sustainability as an underpinning requirement of all service activities.
- This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs.

4. Working as part of a Team

- Works flexibly to meet service needs.
- Share information, skills, and experiences with colleagues.
- Listen and be open to the views of others.
- Actively work to develop and maintain positive relationships with people.
- Motivate the team to meet service needs.
- Forward thinking to anticipate needs and requirements.
- Prioritise tasks according to importance and deadlines.
- Attend and contribute to staff and manager meetings on a regular basis.
- Develop a working environment and culture which actively improves the Health and Safety and Security of self, people, and their belongings.
- Exchange information across Hotel Services and other departments e.g. Food Services, Estates, Nursing to make decisions and solve problems.
- Have an understanding and awareness of the ISO 9001:2015 Estates & Facilities Quality Standard and Quality Policy.

5. Managing Self

- Participate in regular team brief sessions.
- Attend / complete all mandatory training.
- Manage time and resources to meet objectives.
- Maintain a professional and hygienic appearance ensuring uniform provided is always worn.
- Adheres to Bare Below Elbows guidance.
- Participate annually identifying, developing, and agreeing your own development plan with your line manager using the Trust Appraisal and key skills process.
- Comply with all Trust policies, procedures, and protocols.
- Pay regard to materials and equipment.
- Carry out duties with due regard to the Trust's Equal Opportunity Policy.
- Seek advice and support from your line manager whenever necessary.
- Use own initiative in solving any problems that may arise.
- Be pro-active in managing own workload.
- Have a flexible approach to challenges.

6. Staff Supervision and Support

- Supports direct line managers for area Housekeepers, Housekeeping Assistants and Hotel Services Assistants with audit and training.
- Provide staff training for cleaning systems & processes.
- Support co-ordinator to ensure that all department members receive an annual appraisal review.
- Assist in the recruitment and selection of staff as required.
- Create, maintain, and enhance effective working relationships with all staff.
- Provide support to your direct reports and team members around their personal health and wellbeing.

7. Financial Responsibility.

- Follow control systems for requisitioning of cleaning materials and equipment.

8. Safeguarding

All staff members have a duty to report any concerns they have about the safety or well-being of adult service users, members of their families, including children. Employees should be aware of their roles & responsibilities to both prevent and respond appropriately to abuse. They should undertake the safeguarding training required for their particular role.

9. Core Values

Below is the Trust's Vision, Aims and Corporate Priorities. The Corporate Priorities are what the Board has identified as specific priorities. The Trust's vision statement is:

Everything we do over the next five years will contribute to one or more of these four goals to achieve our vision of connecting people to the best quality care, when and where they need it, and be the best place to work.

Our Purpose

To create connected communities and help people to feel as healthy as they can be at every point in their lives

Our Vision

To connect people to the best quality care, when and where they need it and be a national role model as an employer

Our Values

We Care - We act with respect and empathy, and always value difference

We Listen - We understand people's views and respond to their individual needs

We Deliver - We develop and provide excellent services and support our partners

Our Goals

Our services

- To provide seamless access to the best care
- To provide excellent quality services

Our community

- To provide our staff with the best places to work

- To support people to live to their fullest potential, to be as healthy as possible

Core Statements:

1. Infection Control - All clinical and non-clinical staff groups

Responsible for, in respect to your area of work, for ensuring so far as is reasonably practicable and in accordance with Trust policies that you are aware of your individual responsibilities in regard to infection prevention and control this requires you to:

Maintain safe infection prevention and control environment for yourself and be familiar with and comply with current infection prevention and control, guidelines, policies, and procedures.

Raise matters of non-compliance with your manager.

Attend infection prevention and control mandatory training as dictated by your manager.

Be appraised in relation to infection prevention and control.

2. Risk Management

All staff need a basic working knowledge of risk management. They all have a responsibility to identify and report risks, hazards, incidents, accidents, and near misses promptly, in accordance with Trust Policy. All staff must be familiar with emergency procedures, risk management systems and incident management in their workplace.

3. Health and Safety

All employees have a responsibility under the Health and Safety at Work Etc Act 1974 for their own health, safety, and welfare and to ensure that the agreed safety procedures are carried out to provide a safe environment for other employees and anyone else that may be affected by the carrying out of their duties.

Employees must co-operate with the Trust in meeting its statutory obligations about health and safety legislation and must report any accidents, incidents, and problems as soon as practicable to their immediate supervisor.

The Trust has a written health and safety policy which employees have a general duty to read in order that they are fully conversant with its requirements.

4. Patient care

Bradford District Care NHS Foundation Trust is committed to ensuring the highest standards of care and treatment and expects that **all** staff employed within the organisation will treat service users, their career's, relatives and friends with dignity and respect always during their contact with services we provide.

5. Information Management

All members of staff are bound by the requirements of the General Data Protection Regulations 2018 and any breaches of the Act or of the confidential nature of the work of this post could lead to dismissal.

The post holder is responsible to learn about information governance, to help ensure that best practice guidelines are followed, and personal information is managed to benefit patients, clients, and members of staff.

The post holder will be required to sign the declaration form to confirm they have read and understood the booklet and leaflet regarding information governance, which will be kept by the HR team in the post holder's personnel file.

Version Control:

Change details	By whom	Date requested	Approved by	Agreed date
	ZD	26/09/2022	RP	13.10.22

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Attributes	Essential criteria	Desirable criteria	How Identified
QUALIFICATIONS/ TRAINING	GCSE / O level A-C (or functional skills at level 2) English and Maths or equivalent qualification NVQ2 in Business Administration, or equivalent Full UK driving licence and use of vehicle.	CQF / NVQ level 3 in Business Administration or equivalent IT qualification / evidence of training / capability	Application Form Interview Certificates
EXPERIENCE	Office experience Experience of working in a service industry Experience of IT packages to include Outlook, Excel, and Word	Experience of cleanliness audit systems Experience of delivering training to staff Experience of managing a team Experience of managing staff performance	Application Form Interview
KNOWLEDGE	Understanding of COSHH Understanding of safe working practices	Awareness of cleanliness standards within a healthcare environment to:	Application form Interview

	Comprehension of the National Standards for Cleanliness 2021 requirements	<ul style="list-style-type: none"> NHS Cleaning Operating Procedures PAS (Publicly Available Specification) 5748 	
SKILLS	<p>Able to communicate effectively both verbally and in writing</p> <p>Able to follow established procedures and work practices</p> <p>Ability to work autonomously and as part of a team</p> <p>Works proactively; uses initiative</p> <p>Ability to pay attention to detail</p> <p>Ability to prioritise work effectively and deal with non-routine tasks under pressure</p> <p>Adaptable in a changing environment</p>		Application form Interview
ATTITUDE/APPROACH	<p>Organised</p> <p>Methodical</p> <p>Professional</p> <p>Positive manner</p> <p>Flexible</p> <p>Conscientious and self motivated</p> <p>Reliable and honest</p> <p>Approachable</p> <p>Customer focussed</p> <p>Portray a smart and professional appearance</p> <p>Willing to undertake mandatory and other identified training to meet the requirements of the post</p>		Application form Interview
PHYSICAL	Able to fulfil Health and Wellbeing requirements for the post (with reasonable adjustments if necessary). Can carry out the physical duties of the post.		Occupational Health Screening

GENERAL	<p>BDCFT requires all its staff and prospective employees to carry out their duties in line with Trust Equality policies and procedures, including relevant legislation, to always deliver and promote equity of access to healthcare and equality of opportunity at work.</p> <p>Disclosure & Barring Service (DBS) check is required for posts based in in-patient wards.</p>		Application Form Interview
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