

Job Description

Job Title	Contractor Escort Supervisor	
AFC Band	4	
Accountable to	Senior Estates Officer	
Responsible to	Estates Officer	
Responsible for	Day to Day management of Contractor Escorts	

1.0 Organisation Chart:



2.0	<u>Job Summary</u>	
	2.1	Responsible for the provision of safe, high quality and efficient Estate for patients, carers, staff and visitors to Trust sites on a day-to-day basis.
	2.2	Responsible for the day-to-day management of Contractor Escort staff
	2.3	Responsible for monitoring standards and taking corrective action as necessary.
	2.4	To show commitment and participate in quality improvement activities.
	2.5	To interact compassionately with service users and carers at all times.
	2.6	To promote at all times a positive image of people with mental health conditions and learning disabilities.
	2.7	To promote at all times a positive image of the Estates department and the wider Trust.

	2.8	To ensure that the programme of works is accurately maintained, and Contractor Escorts are allocated to the appropriate representative from both internal and external organisations.
3.0	<u>Main Duties, area of Responsibilities</u>	
3.1	Delivering high quality patient care	
	3.1.1	Responsible for ensuring Estates staff provide safe and high-quality Contractor Escort provision for Estates maintenance staff, contractors, visitors and others on a consistent basis.
	3.1.2	Responsible for ensuring that the Contractor Escort staff provide a welcoming and efficient service to Estates maintenance staff, contractors, visitors and others.
	3.1.3	<p>Whilst undertaking supervisory duties, you will also be deployed to escort contractors, workmen and services engineers to their place of work including Secure Inpatient Service area and remain with them for the duration of the work period.</p> <p>Will ensure the safety of tools and materials within the place of work including secure areas and will have a full working knowledge of the hospital's Security Regulations governing the conduct of all contractors, workmen and service engineers.</p>
	3.1.4	You will be expected to work in clinical environments such as on wards but contact with patients would be considered as incidental.
	3.1.5	Maintain all hospital security requirements to such duties, inclusive of tool checks before the commencement of work and at the cessation of work.
	3.1.6	Complete Tool Check Logs at each tool check.
	3.1.7	Have full knowledge of the hospital Security Regulations governing the conduct of all contractors, service engineers and workmen.
	3.1.8	Report, without delay, any discrepancies or breaches of security requirements by any individual in your attendance.
	3.1.9	Participate in the hospital security requirements during emergencies.
	3.1.10	Maintain a high standard of dress and appearance, appropriate to clinical environments.
	3.1.11	Undertake any other duties relating to security matters on request.
	3.1.12	The hours of duty are as and when required prior to arrangement.
	3.1.13	Supervise contractors working on any new build or rectification works within the site including the forensic secure perimeter.
	3.1.14	Support the Trust Capital team with their requirements for Contractor Escorts.
	3.1.15	Ensures that staff always act in the best interest of patients, recognising the potential vulnerability of all service users and act in accordance with Trust procedures for Safeguarding Adults and Children.

	3.1.16	Attend meetings as required.
3.2	Successfully communicating with others, establish and maintain great working relationships and gain co-operation.	
	3.2.1	Communicates in a way which recognises differences and ensures that people feel included and their individual communication needs are met.
	3.2.2	Communicates with own staff and staff from other departments (e.g. Estates Officers, maintenance, ward staff etc.) on day to day matters.
	3.2.3	Resolves issues with staff, contractors, visitors, clinical colleagues, management and others in a professional manner.
	3.2.4	Deals with sensitive staff issues in a private and confidential manner and escalate as appropriate.
	3.2.5	Deliver team briefings which may include imparting or explaining complex information.
	3.2.6	Communicates day to day operational issues which may be complex, to the Estates Officer or Manager.
	3.2.7	Always communicates in a professional and courteous manner.
3.3	Effectively analysing information, identify problems, develop solutions and make recommendations/decisions.	
	3.3.1	Investigates day to day problems raised by own staff and others and considers available options to provide a resolution in a timely manner.
	3.3.2	Uses judgement in routine situations e.g. planning the rota, authorising leave, authorising orders, resolving discrepancies etc. and allocation of Contractor Escorts to the appropriate contractor, visitor, staff member or maintenance crafts person.
	3.3.3	Uses judgement and makes considered decisions when addressing staff issues.
	3.3.4	Escalates issues or concerns as appropriate to the Estates Officer or Manager.
	3.3.5	Assess workspace and areas to ensure they are safe for the contractors to enter.
	3.3.6	In the event of a fire or fire alarm, assess the most appropriate means of exit taking into account safety and security issues such as the location and security of tools etc.
3.4	Effective processing and management of information and the use of information systems	
	3.4.1	Uses Microsoft Office applications.
	3.4.2	Uses Trust systems as appropriate e.g. Cardea, Datix, ESR etc.

	3.4.3	Ensures personal files are kept up to date and stored securely.
	3.4.4	Inputs personally generated data as required onto Trust systems.
3.5	Efficient and effective planning and organising of activities.	
	3.5.1	Manages own workload according to service priorities.
	3.5.2	Responsible for work rotas and arranging cover as required, including holidays and sickness.
	3.5.3	Plans and adjusts daily work schedules as required.
	3.5.4	Plans and arranges mandatory training, service specific training and appraisals for all staff, in a timely manner to ensure compliance with Trust requirements.
	3.5.5	Ensures all staff are kept up to date with regards to Business Continuity Plans in their respective areas.
3.6	Developing and implementing policies and or services	
	3.6.1	Proactive in proposing improvements to local work procedures and implements agreed changes, involving or advising others including medical/clinical staff as appropriate.
	3.6.2	Participates in quality improvement initiatives/projects in their area as delegated by the Estates Officer or Manager.
	3.6.3	Participates in rapid process improvement workshops (RPIW) as appropriate to achieve quality improvements in their area or to contribute to quality improvements in other related areas.
3.7	Managing finance and physical resources/assets e.g. equipment, fixtures and fittings, stationery etc	
	3.7.1	Completes Staff Variation Sheets and authorises time sheets and staff expenses.
	3.7.2	Effective and Efficient supervision of a team of Contractor Escorts.
3.8	Undertaking research, audits and governance, providing assurance to others	
	3.8.1	Participate in audits where applicable.
3.9	Management of others, including planning and allocating work, training and development and management of the employment contract	

	3.9.1	Responsible for ensuring all equipment is kept clean, in good working order and correctly maintained, including radios. Advising the Estates Officer or Manager promptly of any equipment which is unserviceable or dangerous.
	3.9.2	Ensures all staff are trained in the use of equipment which includes but not limited to key trained, violence and aggression training – such as breakaway techniques (PAS Level1).
	3.9.3	Involvement in the induction of new escorts. E.g., familiarisation with the work environment and all procedures.
	3.9.4	Provides day-to-day supervision of Escort staff, including work allocation and monitoring, appraisal (including objective setting and personal development planning), authorisation of leave, informal stages of sickness management, discipline, grievance and capability procedures.
	3.9.5	Ensure staff remain up to date with mandatory and statutory training requirements.
	3.9.6	Provide day to day guidance, advice and work place training for all team members.
	3.9.7	Participates in the recruitment and selection of Contractor Escort staff and organises induction for new starters.
	3.9.8	Participates in conducting risk and stress assessments as required.
	3.9.9	To organise and manage Contractor Escorts overtime working.
	3.9.10	Ensure Contract Escorts have appropriate training to perform their role.
3.10	Managing Self and Level of Autonomy	
	3.10.1	Responsible for ensuring Contractor Escorts staff provide safe and high-quality services for staff, patients and visitors in ward, office and communal areas on a consistent basis.
	3.10.2	Works independently using initiative within clearly defined policies and procedures.
	3.10.3	Seeks guidance as required from Estates Officer or Manager.
	3.10.4	Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.
	3.10.5	Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
	3.10.6	Able to demonstrate personal understanding of and compliance with security regulations within the secure forensic environment.
	3.10.7	Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
	3.10.8	Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.

	3.10.9	Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.
4.0	<p><u>Other Requirements</u></p> <p>Safeguarding</p> <ul style="list-style-type: none"> • All staff members have a duty to report any concerns they have about the safety or wellbeing 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 relevant for their role. <p>Flexibility</p> <ul style="list-style-type: none"> • The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need. • The post holder may be required to work in different locations as required by service need. • The post holder may be required to work flexible hours as required by service need. • There may be a requirement to change the job description in light of developing service needs. <p>Physical Skills required for the role.</p> <ul style="list-style-type: none"> • Standard keyboard skills. <p>Exposure to Emotional Circumstances/information</p> <ul style="list-style-type: none"> • Rarely exposed to distressing information. • Rarely imparting unwelcome news to staff. <p>Predictability of the role and level of concentration/mental effort required</p> <ul style="list-style-type: none"> • Occasional report writing. • Frequent attendance at meetings. <p>Working conditions</p>	

5.0 Person Specification

Essential		Measured by	
<p>The following identified Qualification Experience and knowledge are all essential criteria that all candidates/post holders will have in order to be shortlisted for the role.</p> <p>Qualifications</p> <p>NVQ Level 3 or working towards NVQ Level 3</p> <p>Numeracy and Literacy to level 2</p>		Application Form and Interview	
<p>The following sets of Knowledge, Skills, Experience, Personal Attributes are all essential requirements of the role, as identified some will be measured as part of the interview process and other must be acquired by the post holder within the first 6 – 12 months of being in post.</p>		Method of Assessment and timescales	Application Form and Interview
Knowledge/ Skills/experience	<p>Experience supervising / coaching staff on a day to day basis</p> <p>Experience of using IT software i.e. Microsoft Office</p> <p>Basic knowledge of HR procedures</p> <p>Good understanding of confidentiality</p> <p>Effective verbal and written communication skills in a range of situations</p> <p>Ability to supervise / coach a team on a day to day basis and work constructively with team members</p> <p>Able to prioritise and use initiative to problem solve effectively</p> <p>Attention to detail</p> <p>Rotas planning</p> <p>Able to plan and deliver training to staff and assess competence</p>	At Interview All within 6 – 12 months of being in post	<p>Desirable</p> <p>Supervisory qualification</p> <p>Knowledge/experience of a CAFM systems</p> <p>Experience of working in a mental health environment</p>
Personal Attributes	Able to work in accordance with the Staff Compact and Trust Values and Behaviours	Interview by Values	

	<p>Able to use initiative</p> <p>Good telephone manner</p> <p>Able to work flexibly and co-operatively as part of a team</p> <p>Committed to continual quality and service improvement</p> <p>Committed to promoting a positive image of people with mental health conditions and learning disabilities</p> <p>Committed to promoting a positive image of Estates</p> <p>Self-awareness and committed to continual personal development</p>	<p>based Questions</p> <p>Within 6 – 12 months of being in post</p>	
Other Requirements	<p>This post is subject to a satisfactory Disclosure and Barring Service check</p>		

JOB DESCRIPTION AGREEMENT

Post Holder

Sign..... Date.....

Print Name.....

Line Manager

Sign..... Date.....

Print Name.....

Print Job Title.....



Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
 - respect – we listen, we are inclusive and we work in partnership
 - compassion – we are kind, we are supportive and we recognise and celebrate achievement

- Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

Further information

Further information is available at www.tewv.nhs.uk/about-us/our-journey-to-change

There is also further information for colleagues on our internal staff intranet
<https://intranet.tewv.nhs.uk/our-journey-to-change>

