



## Job Description

**Role Title:** Domestic Supervisor (Mobile)

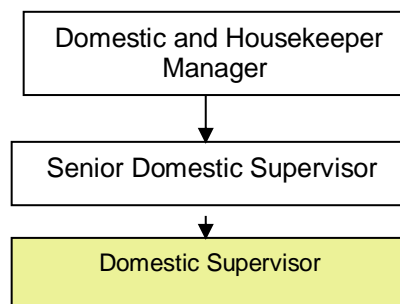
**Reporting to:** Senior Domestic Supervisor

**Grade:** C

**Location:** Barberry/Oleaster\*

*\*From time to time you may be required to work outside of your area of responsibility and at an alternative location.*

### Organisational Chart



### Role Purpose:

To maintain high standards of cleanliness throughout SSL/Trust Hospital and Community sites.  
To ensure adequate provision of staffing levels in all areas of hospital and Community Sites.

### Key Responsibilities:

Responsible for assisting the Domestic and Housekeeping Manager in the day to day running and organisation of the Domestic Services Department in order to provide an efficient and a high standard of Domestic Services as outlined in the Domestic Specifications and National Specifications. On a daily basis responsible for Domestic Assistants working in defined areas. To be responsible for a high standard of personal hygiene and good housekeeping. To be responsible for the supervision and training of hotel services support staff.

### Domestic – Operational

- Responsible for specified cleaning standards of the area allocated and to maintain quality-monitoring procedures, including inspection and completion of relevant forms.
- Responsible for the ordering, controlling and issuing of cleaning materials/equipment to domestic and housekeeping staff, and to monitor and maintain accurate stock levels and records.
- Responsible for ensuring that all cleaning materials are correctly stored/marked and are easily identifiable in accordance with C.O.S.H.H regulations.
- Responsible for providing cover for domestic duties in times of emergency in any area/unit as required.
- Responsible for reporting to the appropriate department the need for structural and fabric repairs.
- Responsible for ensuring they read and work within the framework outlined in the Domestic Services Policies and Codes of Practice that exist within the Hospital.
- To be responsible for dealing with Contractors whilst on site, including: Window Cleaners, Pest Control, etc.

- To highlight training needs for Hotel Services Support Staff
- To demonstrate forward thinking and planning. E.g. implementing new or revised rotas.
- Reviewing and improving current systems of work.
- Maintain cleaning schedules, cleaning records and water management records.
- To ensure all staff under supervision have a clear understanding of the role.

### **Supervisory**

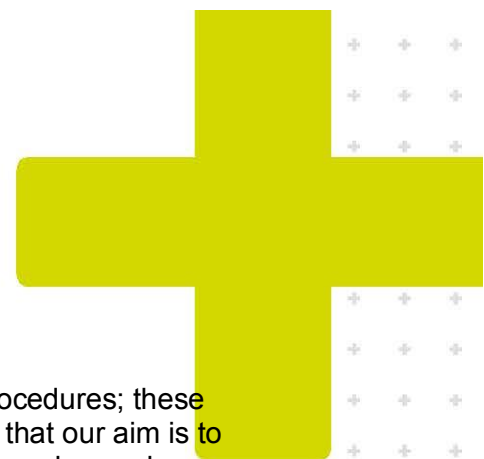
- Responsible for First Stage sickness absence reviews under the supervision of the Senior Domestic Supervisor or Domestic Services Manager, and to assist in the selection and recruitment of new staff.
- Responsible for inputting and updating staff computer records and the maintenance of effective working relationships within the Department.
- Responsible for attending Supervisor's meetings as requested by the Senior Domestic Supervisor/Facilities & Hotel Services Manager.
- Responsible for the authorisation of time sheets, inputting and recording of staff payroll information, along with absence records for Domestic staff using SSL/Trust software systems.
- Responsible for initial counselling of staff and reporting to line manager any matters that may require disciplinary action.

### **Additional Duties**

- Responsible for the departmental induction & Trust local orientation training of new staff at commencement, ensuring all staff are provided with a copy of the departmental induction booklet.
- Responsible for carrying out bi-monthly Working Better Together/Regular Management Supervision meetings and annual Personal Development Reviews with Domestic and Housekeeping staff in conjunction with the Senior Domestic Supervisor.
- Responsible for dealing with minor complaints quickly and efficiently and bringing to the attention of the Domestic and Housekeeping Manager any matters of a more serious nature that may affect the smooth running of the department.
- Responsible for reporting any changes which may impact on services, e.g. Change of occupancy or usage.
- Responsible for undertaking any ad-hoc duties as required by the Facilities Management commensurate with the grade of the post.
- Responsible for ensuring all staff are adequately trained and attend all Statutory Mandatory training courses and lectures, as required in conjunction with the Senior Domestic Supervisor.

### **Health and Safety**

- Responsible in conjunction with other Supervisory Staff for the Health and Safety of Staff under their control and be conversant with Hotel Services Policies, Codes of Practice, COSHH and Fire Regulations.
- Responsible for ensuring in conjunction with other Supervisory Staff that all equipment is cleaned in accordance with agreed Departmental schedules. Ensuring all equipment and safety guards/devices are maintained on a regular basis and to a safe standard and protective clothing is worn.
- Responsible for reporting immediately all faults, defects or dangerous practices which may constitute a hazard to health and Safety.



## **Compliance**

### **Risk Management and Health & Safety**

Ensure compliance with SSL/Trust's Risk Management policies and procedures; these describe SSL/Trust's commitment to risk management, the recognition that our aim is to protect patients, employees and visitors from harm, and stress that all employees have a responsibility to minimise risk. Observe local Health & Safety arrangements and take reasonable care of self and others.

### **Safeguarding**

Duty to safeguard and promote the welfare of vulnerable adults, children and young people in all relevant areas of their work including attendance at relevant training events and compliance with the Safeguarding Procedures.

### **Standards of Professional and Business Conduct**

Comply with the SSL/Trust's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the SSL/Trust, with colleagues and all those who have dealings with the SSL/Trust, including patients, relatives and suppliers.

### **Security**

Comply with SSL/Trust policies to ensure there is a safe and secure environment that protects patients, employees and visitors and their property, and the physical assets and the information of the organisation.

### **Health and Safety**

Conversant with the requirements of the Health and Safety at Work Act (1974), the SSL/Trust's Health & Safety policies/codes of practice or regulations applicable to the work place.

### **Confidentiality/Data Protection**

Ensure that the confidentiality of personal data remains secure and the terms of GDPR and relevant SSL/Trust policies are met in respect of information held on the SSL/Trust's computerised systems.

### **Equal Opportunities**

Comply with current legislation, SSL/Trust policies and guidance good practice and the NHS Executive's Planning & Priorities Guidance 1996/7.

### **Control of Infection**

Comply with the Health and Social Care Act 2008: Code of Practice for health and adult social care on the prevention and control of infections and related guidance in order to keep patients, visitors, themselves and other employees safe by continuously reducing the risk of healthcare associated infections.

## **General**

### **Training, Education and Development**

Participate in regular appraisals; identifying performance standards of the post and associated training and development needs.

This role profile exists to identify key activities which will be reviewed and revised, as appropriate, on a regular basis in consultation with the post holder and not less than annually at performance appraisal. Changes of a permanent nature will be incorporated into this document. From time to time the post holder may be required to undertake other duties that are reasonably requested.

	<b>Essential</b>	<b>Desirable</b>	<b>Verification</b>
<b>Qualifications Formal &amp; Vocational</b>	City and Guilds 764-1 & 2 and/or Level 2 equivalent Qualification. BICSc COPC Certificate Level 2 Food Hygiene Certificate, NVQ3 management qualification or equivalent Level 2 Numeracy and Literacy OR Previous relevant experience in a Supervisory Role and willingness to undertake relevant Training and Qualifications within 12 months.	BICSc Trainer qualification BICSc Assessor qualification	Application form Interview Certificates
<b>Knowledge &amp; Experience &amp; Skills</b>	Previous knowledge of Domestic Services and cleaning standards. Knowledge of Quality Monitoring Procedures Knowledge of Health & Safety COSHH regulations Previous experience of using Microsoft software packages, email and internet Good Organisational skills Drive and enthusiasm. Pleasant and helpful disposition Able to work alone or as part of a team. Knowledge of NHS standards and legislation in relation to the provision of hotel services Sound knowledge of infection prevention and control To be able to work under pressure in an unpredictable environment Conflict resolution skills Ability to manage and motivate people. Ability to present information well both in writing and verbally Planning and communication skills to think strategically and logically and to apply concepts to operational issues Working in a team environment Strong motivational communication and management skills	Previous experience of working in a NHS/Care environment	Application form Interview References
<b>Personal Qualities</b>	Have a flexible approach and able to work unsocial hours; weekends and Bank Holidays. Clean and smart appearance. Show empathy & compassion towards Mental illness.  Clean Driving Licence Able to commute across Sites		Application form Interview References