

GLOUCESTERSHIRE MANAGED SERVICES

DOMESTIC ASSISTANT

JOB DESCRIPTION

Job Title:	Operational Cleaning Training Officer and Relief Supervisor
Band:	GMS B1
Reports to:	Senior Supervisor
Department/Area:	Facilities
Location:	GMS wide

JOB SUMMARY

The post holder will train GMS staff to a British Institute of Cleaning Science (BICSc) standard, update staff records and training matrix to reflect compliances. As part of a shared role you will be expected to develop, supervise and monitor the performance of team members to ensure that premises managed by Gloucestershire Managed Service (GMS) present high standards of cleanliness, order, and patient/client well-being.

This post has a significant amount of personal; contact with patients, staff and visitors.

Occasionally, you may be required to cross services and work with other departments in GMS This work will be undertaken under the direct supervision of other qualified/experienced staff.

The post holder will be available for GMS duties in the event of a major incidence or in times of need and the post holder will be expected to adapt day to day routines to deal with unexpected situations.

ORGANISATIONAL CHART



BACKGROUND

On 1st April 2018, Gloucestershire Managed Services was launched as the wholly owned subsidiary for Gloucestershire Hospitals NHS Foundation Trust, delivering a managed healthcare estate and facilities service covering:

- Domestic services/cleaning
- Estates maintenance and capital development
- Catering, both retail and for patient meals
- Switchboard/contact centre
- Sustainability/Compliance professional services
- Medical equipment sterilisation (CSSD)
- Portering
- Waste management
- Grounds & Gardens
- Medical engineering (supply and maintenance of medical devices)
- Security services
- Linen and Laundry
- Energy procurement and generation
- Transport and logistics
- Stores and consumable supplies
- Procurement
- Estates professional services

The GMS vision is to become the provider of choice for delivering a managed health care facility supporting its health and social care customers to deliver excellent patient care.

LEADERSHIP AND STRATEGY

- Support the business in the management and delivery of change in the domestic and housekeeping service by encouraging innovation, safe working, and staff involvement, through regular and effective communication, staff briefing and liaison, and building of relationships with staff at all levels to support the implementation of service change initiatives in their areas.
- As an operational supervisor in GMS provide clear leadership, be a positive role model and actively promote both the GMS vision and strategic aims and values:
 - encourage your team to take pride in what they do, improve the care and services they provide; and enable them to understand how they contribute to the success of the company
 - Show colleagues compassion and care by listening and offering empathy and understanding to help create a supportive workplace
 - Be alert to what is happening around you; and evaluate the information you hear, receive or discover to take actions and decisions that improve both patient and staff experience
 - Using the opportunity to link up with different colleagues, leaders and partners, building relationships that can help everyone to deliver effective and efficient service

- Engage with your team - respecting every member of staff, valuing their diversity and making sure that every member of your team feels that their contribution is appreciated and valued
- Hold yourself and others to account - be clear about what's expected at work, giving honest feedback and acting quickly and fairly to support others who are struggling to meet expectations
- Role model your own development and encourage personal development amongst your team to help to ensure our workforce has the skills and knowledge that will improve services for the future
- By acting as an ambassador for GMS, sharing good news and good practice with your team, contributing to debates, having a say and leading improvement – all ways of influencing what happens to our services in the future

POLICY AND SERVICE RESPONSIBILITIES

Responsible for the day-to-day supervision/management of your allocated area and support the domestic service in other areas as requested. Identify any change in service provision with the Senior Domestic Supervisor.

MAIN DUTIES AND RESPONSIBILITIES

Training

Work with the training manager to plan and organise task training requirements for the team,

- Local induction,
- Plan BICSc training sessions with the new starter
- Refresher training
- Equipment/product training
- Mandatory training

Work with colleagues and senior managers to retrain staff as part of a quality improvement or performance monitoring process.

Operational Duties

Cover a supervisor's role when supervisory colleagues are absent and when the need arises as directed by the senior supervisor.

To act as a point of contact for the ward teams for your allocated areas, check and regularly complete the ward/area communication book and meet with services users as part of your daily routine.

Allocate staff to specific areas ensuring daily rotas are up to date. Plan and adjust rotas for unplanned absences. Expect frequent interruptions due to unexpected occurrences e.g. staff shortage and emergencies in clinical areas.

Responsible for carrying out quality monitoring audits utilising the electronic auditing system, uploading results and sending them out to the relevant members of staff. Prepare the rectification

report, issue to staff, spot check the area. Return the completed rectification sheet to the senior domestic supervisor

Responsible for reporting any changes which may impact on services eg: Change of Occupancy or usage of an area.

Support at “hands on level” when required to support the team

To oversee and supervise food and beverage services at ward level

Staff Management

To induct, train and appraise staff to ensure their skill and knowledge level meets the requirement for their role, support and encourage staff to meet their potential.

To undertake preliminary investigations and complete sickness absence management following policies and procedures to ensure factual and accurate information is recorded.

Governance

Responsible for carrying out quality monitoring audits utilising the electronic auditing system, uploading results and sending them out to the relevant members of staff. Prepare the rectification report, issue to staff, spot check the area. Return the completed rectification sheet to the senior domestic supervisor.

As part of the GMS water management processes and procedures, routinely check the water tap flushing sheets for noncompliance, rectification of lack of performance and report appropriately to show compliance with Health Technical Memorandum.

As part of the Assured Safe Catering procedure routinely check the ward pantry fridge temperature sheets for noncompliance, rectification of lack of performance and report appropriately to show compliance with Food Hygiene.

Obligation to undertake training where necessary to learn new techniques, specifically in relation to specialised tasks and new ways of working

Regularly audit the cleaning cupboards to check, cleanliness and systems and process are in place. As part of the audit check the cleaning schedule is up to date and in place, check with the staff they understand the schedule and correct where necessary.

FINANCIAL AND RESOURCE MANAGEMENT

To sign off timesheets for weekly/monthly payroll and complete management information as requested.

Responsible for monitoring the use of cleaning materials and equipment and ensuring that accurate stock control records are maintained, including requisitioning and distribution responsibilities. ensure that all cleaning materials are correctly stored/marked and are easily identifiable in accordance with COSHH regulations.

PLANING AND ORGANISATION

Have the ability to prioritise and plan own workload into a regular routine

Responsible for cleaning in the GMS sites to the British institute of Cleaning Science and NHS standards of Cleanliness to the required work frequencies as per the work schedules. Have the ability to suggest and make changes to work schedules to improve customer experience and improve efficiency.

PERFORMANCE

Support GMS managers to deliver the key performance indicators for cleaning services thus ensuring compliance with the GHT contract.

GHT Cleaning Standards (this is subject to change new standards are expected)

<i>Risk category</i>	<i>% to be achieved</i>	<i>Risk areas</i>
<i>Very high</i>	<i>95 per cent</i>	<i>Theatre</i>
<i>High</i>	<i>90 per cent</i>	<i>Wards</i>
<i>Significant</i>	<i>85 per cent</i>	<i>Outpatient</i>
<i>Low</i>	<i>75 per cent</i>	<i>Offices</i>

HUMAN RESOURCES AND TRAINING

Participate in the annual appraisal process to identify training needs, support and development and attend training or refresher courses to ensure full compliancy of the Statutory Mandatory Training Programme. (e learning)

Attend staff induction/local orientation, and complete work book including coaching and on the job training as required to ensure that GMS, Trust and local Policies/Procedures are adhered to. Learn new techniques with additional training to own role.

HEALTH AND SAFETY

All staff are required to comply with requirements of the Health and Safety at Work Act, and other relevant health and safety legislation and GMS policies and procedures.

The post holder is expected to adhere to GMS/Trust policies and procedures and relevant legislation. All staff are responsible for ensuring their statutory and mandatory training is compliant and up to date.

Ensure staff are compliant with relevant Infection Control cleaning procedures and identify staff that need retaining also complete on the job training as required. Attend any relevant training. Identify training needs in relation to COSHH explain technical aspects of legislation and record via training records.

In conjunction with other Supervisory Staff, for the Health and Safety of Staff under their control and be conversant with GMS, Codes of Practice, and COSHH & Fire Regulations. Assist with the review of COSHH Risk Assessments.

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 appropriately.
Have a good understanding of the workings of other departments in relationship to your own.

To ensure all tasks are completed using the 'safe systems of work' following Health and Safety training, report any accident/incident immediately it occurs to your supervisor.

Any other duties within the GMS function which may be required by GMS which is within the scope of the individual's competence.

WORKING RELATIONSHIPS AND COMMUNICATION

Communicate effectively despite barriers to understanding, e.g. language, ethnic minority patients, patients with learning disabilities or mental health problems.

Work in partnership with all healthcare professionals; maintain effective communication that benefits patients' and staffs well-being.

Communicate with team members and GMS colleagues, Managers and Supervisors and attend regular briefing sessions. Raise and concerns or issues through your management structure

Possess the ability to communicate and liaise with all levels of staff on possible technical matters regarding essential cleaning.

Liaise with ward/department Managers to arrange access for all building for specific cleaning requirements including deep cleaning.

To work and participate as part of the wider GMS team including multi-disciplinary team relationships

Internal	External
Domestic staff	GHT staff
Domestic management team	Patients and visitors
GMS staff	On occasion contractors and suppliers
GMS senior managers	GHT Training department
	Human resources

CONDUCT AND BEHAVIOUR

Engage positively and effectively with colleagues, managers and supervisors, staff from GHT and GMS,

You may come into contact with GHT staff and visitors as a representative of GMS and will be expected to display professional and friendly behaviours.

You will have a team spirit through leading by example, encouraging a positive work ethos and support for all team members

EFFORT SKILLS AND WORKING CONDITIONS

Physical skills	Keyboard skills are required and IT and digital skills to access email, access Trust systems and entering data – e learning, receive payslips and enter management information
Physical effort	Be able to walk and be standing for the majority of the day
Mental effort	<p>Concentrations is required competing management information recording staff information, frequent interruptions to deal with unexpected occurrences.</p> <p>Accessing area for cleaning purposes and completing duties within the timescales whilst maintaining and unobtrusive service</p> <p>Considerable pressure on staff to complete tasks to assist with patient flow and bed availability.</p> <p>Plan and prioritise routine to work around patient needs and clinical service provision</p>
Emotional effort	<p>Working in areas with terminally ill/dying and/or aggressive patients</p> <p>Giving bad news to staff on performance and managing staff expectation</p>
Working conditions	Exposure to obnoxious smelling environment, urine, vomit, excrement and receiving requests to remove bodily fluids from public and communal areas.

ADDITIONAL INFORMATION

Review of Responsibilities and Duties

This role profile is not an exhaustive list of duties but is intended to give a general indication of the range of work undertaken and will vary in light of changing demands and priorities within the organisation. Substantial changes in the range of work undertaken will be carried out in consultation with the role holder.

Confidentiality and Data Protection

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Post	Operational Cleaning Training Officer and Relief Supervisor	Band	3/GMS B1
Dept	GMS - Facilities		
		Essential/ Desirable	Method of Assessment
Qualifications & Training			
Good level of English and Maths English GCSE level 2 Maths GCSE level 2 Completion of a facilities apprenticeship or Level 3 Cleaning Supervision Skills (7648-03) NVQ and appropriate years continuous experience in the industry ILM level 3 in leadership and management or an alternative recognised equivalent qualification. Food hygiene level 2/3 (training will be given		E E E E D E	Application form
British institute of cleaning science (BICS) NVQ Level 2 Customer Services Food hygiene level 2		D D	Application form Application form
Experience			
Substantial years' experience in the Supervisory role Excellent leadership qualities To have a calm influence in stressful situation To have a technical knowledge of cleaning procedures, cleaning equipment and infection control procedures		E E E E	Application form Interview
Customer services skills		D	Application form/Interview
Ability to work to deadline and complete tasks		E	Interview
To be able to work unsupervised once trained		E	interview
Be physically fit		E	Interview
Skills & Knowledge			
Ability to interpret written and verbal instructions		E	Interview
Flexible approach to working practices		D	Interview
Good Organisational Skills		E	Application form/Interview
Good Communication Skills		E	Interview

Ability to use initiative	E	Interview
IT systems – Pay slip and information E learning , complete and maintain	D	Application form/Interview
Microsoft Outlook – Email	E	Application form/Interview
Personal Qualities		
“Hands on” flexible approach	D	Interview
Be able to work as part of a team for GMS and as part of a wider team working with others	E	Interview/Application form