

**Domestic Services Team Manager
JOB DESCRIPTION**

Job Title:	Domestic Services Team Manager
AfC Band:	Band 3
Directorate/Service:	Domestic Services
Accountable To:	Domestic Services Manager
Responsible To:	Domestic Services Manager
Base Location:	Fairfield General Hospital
On-Call Requirement:	No
AfC Job Code:	Add Job Code

Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart



Job Summary

The Domestic Services Team Manager is responsible for the day-to-day management of the domestic team.

Ensuring a clean and hygienic environment is provided for patients, visitors, and staff in line with the national standards.

Key Role and Responsibilities

Professional Duties - As a Domestic Services Team Manager, you will be responsible for the following:

Communications and Relationships

Supporting the Domestic Services Manager with the introduction of new and innovative working methods.

Oversee the day to day running of the department in the absence of the Domestic Services manager, escalating issues as necessary to senior Facilities staff.

Deal with queries and comments in a professional and understanding manner, referring when necessary to the Domestic Services manager.

Assist with the investigation of complaints.

Ensure Ward managers and Matrons are informed of any potential problems within Domestic Services which may affect service provision.

Assist in basic classroom and on the job training for new starters.

Ensure all staff are trained on any new cleaning equipment, products and methods/ techniques which are introduced and that these are adhered to by all staff.

Ensure all staff use the correct dosing for cleaning chemicals.

Explain technical issues to staff regarding basic COSHH regulations.

Liaise with staff throughout the Trust if issues arise regarding cleaning services.

Keep staff informed of monitoring results as and when required.

Attend and conduct meetings with staff groups as necessary.

Analytical and Judgmental Skills

Use an agreed method of checking, monitoring and auditing to ensure the highest standards of cleanliness are met.

Carry out random checks on equipment, materials and methods used.

Maintain accurate records of monitoring results and calculate failure rates.

Complete re-checks and recalculate the results of monitoring inspections.

Ensure the timetable of audits are completed on a weekly/monthly basis dependent upon risk factors.

Ensure monitoring and audit results are recorded and circulated to the relevant personnel.

Planning and Organisational Skills

Ensure the required level of cleanliness is provided by staff in all aspects of Domestic Services.

Ensure delivery of effective and efficient services to meet contract obligations and in line with agreed Trust policies and procedures.

Undertake regular surveillance of the site ensuring the correct level of the service is maintained and rectify any issues as required.

Complete staff rotas and to ensure all work scheduled are followed and any necessary documentation is completed.

Ensure appropriate staff complete specialist training procedures.

Manage staff annual leave requests, document appropriately ensuring up to date records are maintained.

Actively seek new methods of working to improve service delivery.

To work in different locations as required ensuring the service is delivered across all areas.

Ensure all ad hoc tasks such as changing curtains, cleaning carpets etc. are performed in line with the guidelines and frequencies within the National Specifications of Cleanliness.

Responsibility for Patient Care

Ensure a safe, clean and personal environment for patients.

Follow the Trust Privacy and Dignity Policy in relation to patients.

Ensure all areas are cleaned in line with the NHS Standards of Cleanliness and corrective actions identified are undertaken.

Responsibility for Policy/Service Development

Make suggestions and proposals for changes in cleaning services working practices

Responsibilities for Financial and Physical Resources

Ensure the correct and safe use of all Trust equipment, following manufacturer's instructions, by self and others.

Ensure all Trust resources are used economically.

Complete and sign off all relevant paperwork to support Workforce ready or similar systems as and when implemented.

Responsible for maintaining stock levels.

Responsibilities for Human Resources

Responsible for the day to day management of a team of domestic staff which may involve addressing initial concerns regarding performance or disciplinary issues, escalating as appropriate.

To take part in the recruitment and selection of staff in conjunction with the Domestic Services Manager

Introduce new starters to the team, complete and record induction.

Complete Return to Work interviews, using electronic systems, counselling staff as appropriate, regarding the process.

Complete staff appraisals with designated staff.

Complete rotas, work schedules.

Authorise annual leave requests ensuring appropriate cover is maintained.

Attend relevant courses, including in- house and statutory training.

Ensure all mandatory training is complete and current for the team and personally.

Responsibility for Information Resources

To use IT systems to monitor areas in line with National Standards of Cleanliness.

Ensure all schedules and documentation are signed and issues of non- compliance investigated and addressed.

To report any incidents using the Datix reporting system

Responsibilities for Research and Development

Undertake audits and monitors the service against laid down standards and rectify as necessary.

Carry out as directed any new working procedure and adhere to Trust policy

Carry out corrective actions following Health and Safety visit/audit.

PERSON SPECIFICATION

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AfC Band:	Band 3

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Level 1 functional skills in English, Math Can demonstrate basic level of computer literacy NVQ 3 cleaning or equivalent managing/supervising a team in this work area. 	
Professional Registration	<ul style="list-style-type: none"> N/A 	
Knowledge, Training & Experience	<ul style="list-style-type: none"> Previous domestic experience in a hospital/care setting. Basic IT/keyboard skills Knowledge of Infection control procedures, health & safety and COSHH Experience of working in a team and independently. Experience of supervising in a hospital/care setting. Demonstrate ability to work flexibly to meet the needs of the service without direct supervision. Experience of different cleaning methods and protocols. 	
Skills & Abilities	<ul style="list-style-type: none"> Reliable, punctual, and flexible Able to work in a high-pressure environment A good understanding of Trust Values and Behaviours and ability to demonstrate these values in the working day 	

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
Health and Safety
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
Confidentiality and Data Protection
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
Equality and Diversity
<p>All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.</p> <p>Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:</p> <ul style="list-style-type: none"> • eliminating discrimination, harassment and victimisation • advancing equality of opportunity between people who share a protected characteristic and those who don't

- fostering good relations between people who share a relevant protected characteristic and those who don't
- understanding the impact of policies, services and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.