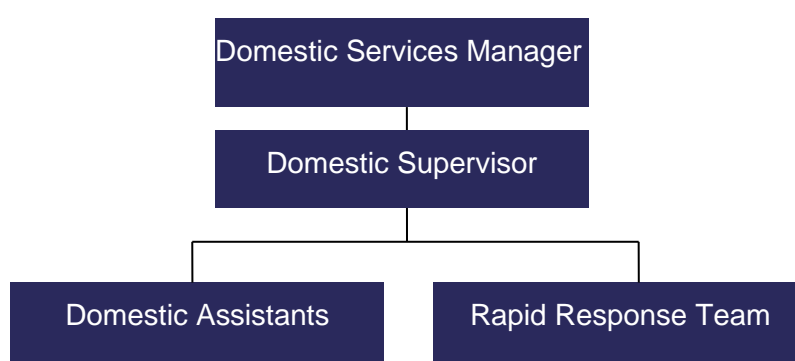


DOMESTIC SUPERVISOR - JOB DESCRIPTION AND PERSON SPECIFICATION

Position Title	Domestic Supervisor	Department	Domestic Services
Generic Title	Domestic Supervisor		
Reports to	Domestic Services Manager		



Job requirements

- Maintain a clean and hygienic patient environment in line with the National Specifications for Cleanliness
- Lead a team of domestic cleaners
- Control the deployment of labour and consumption of materials and consumables
- Deliver a high quality, timely, responsive, cost-effective and pro-active domestic service that meets the needs of our service users
- Be courteous, helpful and efficient, ensuring high standards of customer care and demonstrating commitment to a positive patient experience
- Seek to raise standards and improve service quality

Job purpose

- Ensure patients receive care in an environment that is clean, safe, caring and welcoming all of the time
- Ensure that the risk of healthcare associated infections are minimised
- Ensure the domestic cleaning team are technically competent and fully engaged in their role

Accountabilities “what you have to do”

Cleaning specific

- Ensure a high quality domestic service is delivered in an efficient and effective manner, managing costs at all times
- Maintain effective and meaningful communication with ward managers, matrons and service users. Be the

first point of contact.

- Ensure that the standard of domestic service within a designated area is monitored to 2007 National Specification for Cleanliness and remedial action is taken within the target time
- Control the receipt and issue of cleaning materials, consumable and equipment ensuring minimising waste and identifying and managing excess usage
- Monitor cleanliness standards against a formal monitoring schedule
- Prepare and manage employee rosters and work schedules, allocating resource as required
- Identify and implement employee training in-line with personal development plans and business needs
- Ensure the domestic team complies with Trust and Sodexo policy and delivery of patient promises

Specific domestic supervising duties will include, but may not be limited to all of the following:

- Roster management
- Leadership, supervisor and direction of a domestic cleaning team
- Manage team communication
- Stage 1 sickness reviews and returns to work.
- Training and personal development of a domestic cleaning team, including PDRs for their team
- Monitoring and auditing of cleanliness using an IT system
- Deploying resource to manage ad-hoc requests and rectifications and emergency cover
- Implementing policies
- Ensure domestic cleaning team adhere to policies e.g. time-keeping, dress code
- Monitor and report absenteeism
- Build and maintain relationships with employees and service users
- Use reward and recognition tools
- Interview and welcome new employees
- Conduct service user satisfaction measurement programmes

Customer care

- Communicate in a polite, clear and timely manner with customers
- Demonstrate a caring, compassionate and positive attitude to patients, staff and visitors at all times
- Work as team with Sodexo managers, supervisors, client employees and colleagues
- Listen, empathise and work diligently to answer any queries raised by patients, visitors and employees
- Dress in the correct uniform , inc. name badges, and appear professional at all times
- Display professional conduct and protect patient's privacy and dignity

Compliance to policies and procedures

- Participate in the required Company and Trust training programmes in line with the development of the post and as agreed with the line manager as part of personal development plan

- Complete all audit and quality monitoring documentation as required
- Maintain patient confidentiality at all times
- Adhere to all legislation and Sodexo and Trust policies & procedures
- Ensure the adherence of all policies and procedures by the domestic cleaning team
- Minimise the risks of infection to patients and employees in accordance with national and Trust infection prevention & control policy
- Encourage teams to participate in required Company and Trust training programmes
- Monitor and develop the professional conduct of the domestic cleaning team
- Identify and report ideas for continuous improvement

Health & Safety

- Take care of personal safety and the safety of others
- Report any health & safety concerns to management
- Use all equipment or personal protective equipment in the appropriate manner. This may include gloves, aprons, masks, headwear and scrub suits
- Report any accidents or near misses to the appropriate management and complete the appropriate incident/accident report forms

Communication

- Communicate both verbally and in writing with Ward Managers and the clinical team and Sodexo Management
- First point of contact for the service users
- Engaging with the domestic team; sharing knowledge and best practice

The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment.

Key Performance Indicators

- Comply with the Trust, Company and statutory regulations relating to Safe Systems of Work, health & safety, hygiene, cleanliness, fire and COSHH
- Deliver a consistent level of service, within the Company's standards to the contract specification and agreed performance, qualitative and financial targets
- Achieve target cleanliness scores
- High levels of patient and service user satisfaction
- Engagement scores above XX%
- Sickness absence below X%
- Efficient and economic use of labour, without premium rate overtime
- Month on month improvement in service failures and penalties

Person specification		
	Essential	Desirable
Qualification	<ul style="list-style-type: none"> NVQ Level 3 BICSc CPSS Food hygiene Health & Safety 	<ul style="list-style-type: none"> Institute of Environmental Health Officers Basic Food Hygiene certificate Certificate in Management
Experience	<ul style="list-style-type: none"> Minimum 2 years experience in a cleaning team, dealing with waste, smells, bodily excretions and dirt Supervision/management experience 	<ul style="list-style-type: none"> Previous experience working in a healthcare environment Previous experience working in a customer facing role
Behaviours	<ul style="list-style-type: none"> Show empathy, care and compassion (C) Ability to communicate effectively with patients, visitors, colleagues, clients (C) Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations (A) Good time management and organisational skills (A) Ability to respond quickly to problems (A) Ability to adhere to instructions, standards and procedures (A) Ability to build relationships and show respect for other people (R) Positive attitude and enthusiasm (E) Ability to work as part of a team (S) Excellent customer service skills (S) 	
Physical capability	<ul style="list-style-type: none"> Physically able to push a cleaning trolley and move light furniture 	
Knowledge	<ul style="list-style-type: none"> Good standard of literacy and numeracy Computer literate 	
This position requires a satisfactory criminal record check		

Version		Date	
Document owner			