

Job Description:

Domestic Facilities Coordinator

Function:	Health & Care – Soft FM Services – Domestic Services
Position:	Domestic Facilities Coordinator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Housekeeping Manager
Additional reporting line to:	Business Director & FM Manager
Position location:	Colchester Hospital.

1. Purpose of the Job – State concisely the aim of the job.

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

2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Ensure a high-quality domestic service is delivered in an efficient and effective manner, always managing costs
- Maintain effective and meaningful communication with Sodexo colleagues, 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 2023 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, ensure actions plans are in place for areas fall below expected standards.
- People Management including work schedules, team communication, absenteeism, training, PDR's and development plans.
- Ensure absence management process is followed including return to works and absence investigations where applicable.
- Ensure the domestic team complies with Trust and Sodexo policy and delivery of patient promises
- Deploying resource to manage ad-hoc requests and rectifications and emergency cover
- Build and maintain relationships with employees and service users
- Interview and welcome new employees.
- To promote and encourage ZERO Harm and lead by example and ensure all incidents and accidents are fully investigated and recorded on SALUS.

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

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- 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.

4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Comply with the Trust, Company and statutory regulations.
- To engage and promote a Zero Harm Mindset taking a pro-active approach to health and safety, minimising risk and empowering the team to improve the environment.
- 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
- Sickness absence below 5%
- Efficient and economic use of labour, without premium rate overtime
- Month on month improvement in service failures.

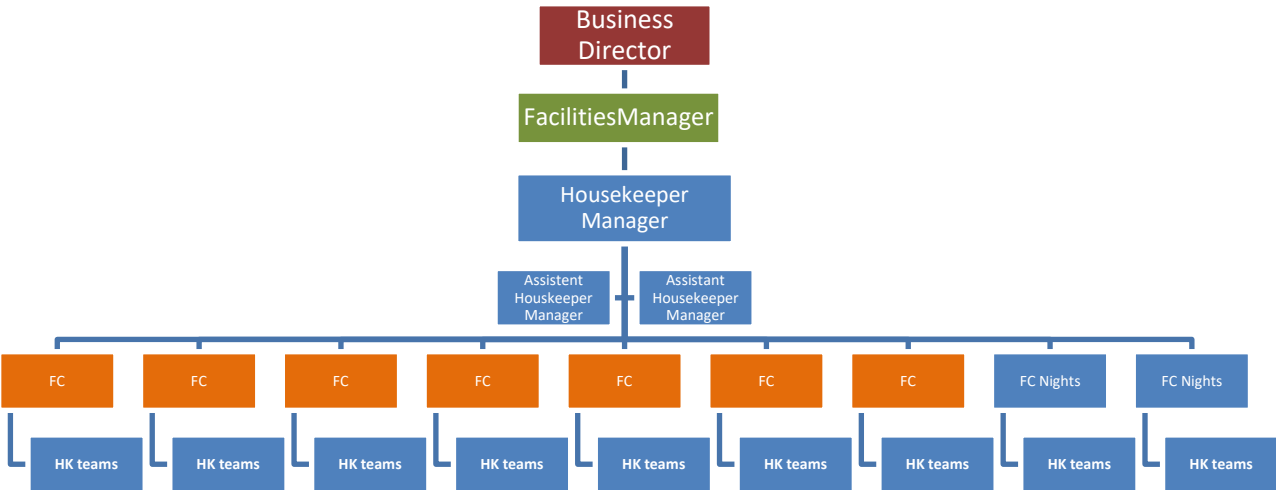
5. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

- inpatient beds 1057
- Domestic colleagues.

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

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7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



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