

JOB DESCRIPTION

Position Title	Domestic Supervisor	Department	Domestic Services
Generic Job Title	Domestic Supervisor	Segment	Healthcare
Team Band	AFC Band 3	Location	Manchester University Foundation Trust
Reports to	Domestic Services Manager	Office / Unit name	Oxford Road Campus

ORGANISATIONAL STRUCTURE



Role Summary

You will act as a key member of the domestic services supervisory team, ensuring that the domestic services team provide a high-quality cleaning service within wards, departments, and/or public areas within the hospital. You will work to ensure the standard of service is provided in accordance with the contract specifications.

Main Assignments of Role

- Supervise the work of all domestic staff to maintain and deliver the cleaning standards according to set work schedules and procedures.
- To deal with the allocation of work to domestic staff.
- Undertake weekly monitoring of all areas within your area of the domestic service.
- Undertake appropriate action in areas that do not meet the required standards.
- Reporting of maintenance defects of domestic equipment and chemicals.
- Ensure that all domestic materials and equipment are kept clean and well maintained.
- Ensure that all materials and equipment are locked away when not in use.

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- Build and maintain effective relationships with the domestic team and ward staff by introducing new staff to the department or casual staff who are covering the area to the ward.
- Liaise and communicate with MFT and Sodexo staff to resolve any issues and respond to ad-hoc requirements.
- Ensure staff are allocated duties and responsibilities appropriately and receive training to undertake their role.
- Complete domestic evaluation sheets daily on each ward as required.
- Adherence to all COSHH regulations.
- Completion of Kronos exceptions.
- Identify and facilitate training needs for staff including moving and handling training.
- Ensure all domestic staff are wearing full PPE and staff uniform including trust ID badges.
- Take initial calls relating to sickness absence and document the call in a telephone log.
- Conduct return to work sickness/ absence interviews with the domestic staff and escalate any issues to the Domestic Services Manager where appropriate.
- Ensure all relevant paperwork is returned to the HR office.
- Management of annual leave requests across the domestic team.
- Undertake monthly Appraisals with domestic staff in line with MFT Policies and Procedures.
- Ensure all domestic duties are carried out in strict accordance with Health and Safety legislation.
- Follow accident reporting procedures and appropriate paperwork where required.
- Ensure all domestic staff adhere to MFT Policies and Procedures and escalate issues of non-compliance to the Domestic Services Manager where appropriate.
- Escalate any incidents or complaints to the Domestic Services Manager where appropriate.
- Provide cover for supervisory colleagues as and when required.
- To ensure breaks are monitored and maintain stock within the domestic service.
- To resolve any issues that may be reported to you whilst on shift.
- Convey a professional image of the domestic department to the client whilst encouraging and maintaining good working relationships.
- Undertake the full range of domestic duties when requested and as directed by the Domestic Services Manager.

• **Additional General Responsibilities**

- Maintain a high standard of personal hygiene in accordance with company policy.
- Arrive in time for duty and in non-uniform clothes, changing into clean Sodexo uniform and clocking on. Post holders are required to wear their identity badge with a current photograph on at all times.
- Provide guidance and advice to new team members or relief staff where necessary.
- Completion of paperwork relevant to post, such as staff surveys and holiday request forms.
- Workload will be determined by daily requirements, and post-holder may be required to use initiative in order to prioritise tasks and responsibilities.
- At times you may be required to go and work in other domestic areas to assist with the cover of annual leave and sickness.
- At times post holders may be required to carry out reasonable additional duties connected to their employment, as directed by their line manager.
- This is not an exhaustive list of your duties as a domestic supervisor but is a broad overlay of your expected duties and responsibilities.

Key Skills, Knowledge, Training & Experience

- Good communication skills to enable communication with colleagues, patients and clients regarding on job duties.
- Ability to work as part of a team.
- Good level of customer care.
- Experience of working in a domestic environment (desirable).
- Good understanding of health and safety and manual handling practices.
- Ability to respond constructively and professionally to unpredictable situations.
- Attend mandatory induction and health and safety related training and all other required training.

Physical Effort / Working Conditions

- You may be exposed to cleaning chemicals when undertaking cleaning duties.
- You may be required to work in an obnoxious smelling environment, e.g. urine, vomit excrement and receiving requests to remove body fluid spillages in public areas where applicable.
- High level of continuous physical activity may be required, i.e. walking, pushing beds / chairs, pushing trolleys, reaching and bending.

Emotional Effort

- Be able to work under pressure in a busy environment.
- Able to respond to patient conflict or complaints in a professional manner, escalating or reporting incidents to the Domestic Services Manager where appropriate.
- You may be required to work in an area with Terminally ill and/or aggressive patients.
- Can be exposed to emotionally distressing or traumatic situations from time to time.
- Dealing with patient deterioration and bereavement may have an emotional impact on the post holder.
- Able to balance conflicting and changing priorities within a given time.
- Dealing with expectations of patients, staff or visitors.

Health and Safety

- Observe all statutory Health and Safety Regulations. Post holders are responsible for reporting any hazards that are encountered in the workplace. Post holders are also responsible for reporting to your line manager any equipment which is in need of repair.
- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- Observe and apply all MFT / Sodexo Health and Safety protocols, i.e. use of personal protective equipment (PPE), carrying out the Three Checks for Safety prior to engaging in work tasks.
- To co-operate with MFT in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- Report defects and faults in accordance with company procedures.
- Report any accidents, incidents, failings in equipment or personal protective equipment.

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- Post holders should not attempt to carry out tasks or repairs beyond their competence.

Infection Control

Infection Control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed at the Manchester Central Hospitals Trust have the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and between each patient contact.
- Staff members have a duty to attend mandatory infection control training provided for them by MFT / Sodexo.
- Staff members who develop recurrent skin and soft tissue infections and other infections that may be transmittable to patients have a duty to contact Occupational Health.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence.
- To participate in the MFT Appraisal Process, outlining any areas of development and working alongside your supervisor or service manager to build your skills, competencies and knowledge.

Standards of Behaviour

- MFT and Sodexo Values and Behaviours / Code of Conduct must be adhered to at all times.

Confidentiality

- To ensure that patient/visitor/staff confidentiality is maintained at all times. The post holder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
- Staff must conduct themselves in a professional manner at all times and be aware of patients' dignity and privacy when it comes to their personal information.

Equality and Diversity

- To promote equality and diversity in your working life ensuring that all the staff and patients who you work with feel valued and treated in a fair and equitable manner.

Equal Opportunities

Sodexo / MFT encourage Equal Opportunities and operates an Equal Opportunities Policy. All individuals regardless of race, ethnicity and nationality, gender or disability are encouraged to apply for all posts.