Quality Assurance Officer, Cleaning Services

ICHT

Draft - JoB description – 11/05/17

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| Position Title | Quality Assurance Officer, Cleaning Services ICHT | Department | H&S |
| Location | Imperial ICHT | Segment | Healthcare |
| Reports to | ICHT Imperial H&S Manager | Office / Unit names | St Mary’s, Charing Cross, Hammersmith, QCCH & WEH Hospitals |

## ORGANISATION StRUCTURE

Peter Scargill (NHS Op’s Director)

April Harvey (Head of Safety Sodexo Healthcare)

Head of Talent

Kathleen Gallagher (ICHT H&S Manager)

Quality Assurance Officer – Cleaning services X 3 posts

(one person per main site – HH, CXH & STM)

#### Job Purpose

* To provide an independent view of the cleaning services across ICHT hospitals
* Role reports into the H&S Manager who’s reporting line is independent of the ICHT

Contract management team.

* To quality check cleaning standards against the National Cleaning Standards 2007 using

the Innovise cleaning auditing tool.

* To undertake independent cleaning standard audits
* To undertake quality assurance audits after a Sodexo Supervisor/Clinical lead audit has been completed, must be within the same working day
* Training of Supervisor & clinician’s in auditing cleaning for a consistent approach & method in cleaning standards at ICHT
* To work closely with site Domestic Manager & their team liaising on all matters relating to cleaning
* Give independent honest feedback to Sodexo site GM’s on cleaning standards, supporting remedial actions when required
* To work closely with the ICHT Facilities Quality Assurance Managers & Facilities Site Managers in respect to cleaning standards
* As part of any audit undertaken, to review H&S and compliance in the area being audited, both from a Sodexo & Trust responsibility and perspective.
* Review and observe cleaning practices of domestics in the areas to ensure that correct processes are being adhered to.
* Ensure that correct chemicals are being used and there are no obvious H & S risks
* Observe whether correct PPE is being worn by Sodexo staff whilst carrying out audits

#### Accountabilities or “what you have to do”

* Ensure the areas/wards that have been assigned to be audited are completed or if not rearranged with clinical colleagues each day.
* Ensure all independent QAO audits are conducted jointly with clinical colleague for their respective area /ward.
* Quality Assurance audits of a previously audited area/ward by a Sodexo Supervisor & the Clinical lead are conducted after the original audit has been completed and within the same day.
* Report via the helpdesk any building fabric, fixtures or fittings issues found during the audit process (CBRE the hard FM provider to carry out repairs as identified).
* Liaise closely with the Sodexo Domestic Manger on audit findings and action plans as required
* Give independent feedback to Sodexo site GM’s on cleaning standards, supporting remedial actions when required
* As part of any audit undertaken to review H&S compliance in the area being audited, both from a Sodexo & Trust responsibility perspective
* Attend a weekly QA review meeting with the H&S Manager (line Mgr) to agree next week’s audits & discuss trends and issues uncovered during the week.
* To join each site weekly Sodexo GM & Service managers meeting as required
* To join Sodexo/Facilities weekly review meeting as required
* Make recommendations for improvements in cleaning methods & standards as per the Sodexo contract specification and industry best practice.

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* Ensuring the Trust have a high level of assurance that cleaning audit scores reflect the actual cleaning standards being achieved and are reflected in the reports submitted to the Trust.
* Improvements in H&S compliance for both Sodexo & Trust responsibility areas
* Improved liaison & accountability between Sodexo, the Trust facilities team & clinical colleagues
* Driving consistency & improvement where needed in cleaning audit scores

#### Skills, Knowledge and Experience

Essential

* Good standard of English literacy and numeracy
* Proven IT skills
* Experience in delivering domestics cleaning services within a hospital setting
* Effective communication with patients, visitors, customers, clients, and staff
* Strong interpersonal skills and ability to communicate effectively at all levels
* Good time management and organisational skills
* Ability to audit NCS 2007 cleaning standards , being consistent & fair in the auditing process
* Understanding of relevant Health and Safety legislative requirements
* Understanding of Sodexo systems policies and procedures
* Attention to detail and possess high cleaning standards
* Ability to stand by your decisions
* Positive persuasive skills
* Ability to respond quickly to situations as they arise
* Ability to take instruction from both line manager and clients
* Ability to achieve and set high standards in the auditing process
* Be self-motivated
* Sense of own initiative
* Empathy with patients and visitors
* High standards of personal hygiene
* Ability to work independently and as part of a team
* Ability to deal with stressful situations
* Positive approach to learning in role and identifying own training needs as appropriate
* Flexible approach to role

#### Contextual or other information

* Quality -Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.
* Confidentiality - During the course of his / her duties, the post holder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
* Policies and Procedures - The post holder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.
* Ensure safe practice to minimise the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy.
* Health and Safety - Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy.
* Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and they have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident / accident report forms.
* Irregular Duties - Relieve and assist in other establishments in certain circumstances.
  + Attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, or other irregularities and complete the necessary return and / or reports.
  + Attend meetings and training courses as requested.

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

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| Document owner | Stephen Beeny | | |