

# Domestic Supervisor

## Job Description



**Department:** Facilities  
**Grade:** Band 3  
**Responsible to:** Domestic Manager  
**Accountable to:** Head of Facilities

### Job Summary:

The post holder is responsible for the supervision of Domestic staff. In addition they are a key first line manager within the Domestic service, which involves assisting in the day to day running of services and maintaining a high standard service.

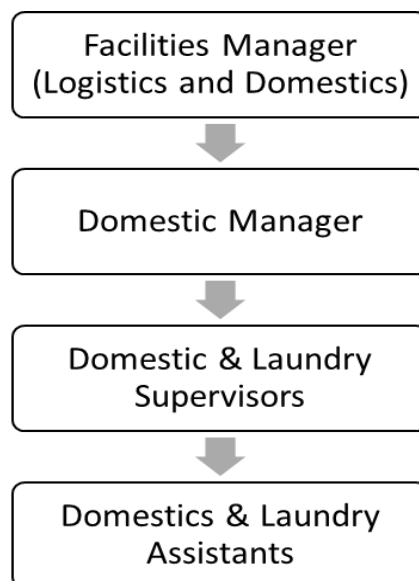
The post holder must be able to demonstrate a broad knowledge of cleaning standards and have experience of working within the cleaning industry

The post holder must ensure staff are trained and equipped to complete all required tasks.

The post holder will have a flexible approach to work and actively support staff through hands-on working.

The post holder will need to have a friendly and helpful manner and have a sensitive approach when dealing with patients and their families.

### Organisational Chart:



## **SECTION 1 – MAIN DUTIES AND RESPONSIBILITIES:**

### **Staff**

- Responsible for the supervision and wellbeing of Domestic Assistants
- Responsible for supervision of domestic services ensuring high standards of cleanliness and working practices are maintained to aid patient wellbeing and reduce hospital acquired infection, seeking advice from clinical staff when required.
- Responsible for ensuring correct cleaning methods are adhered to.
- Responsible for ensuring domestic assistants follow safe systems of work for all cleaning tasks whilst observing infection control principles including 'bare below the elbows' and wearing appropriate PPE.
- Responsible for ensuring all required paperwork is completed correctly and on time, e.g. flushing records, infection clean documentation.
- Responsible for monitoring attendance of staff and ensuring that absences are recorded on ESR.
- Update and maintain porter staff rotas ensuring adequate cover is provided at all times.
- Responsible for the first stage of sickness absence review and Return to Work interviews.
- Responsible for completing departmental administrative documentation e.g. Annual leave requests, Sickness absence recording forms and timesheets and recording on ESR.
- Responsible for ensuring domestic assistants adhere to the dress code policy.
- Responsible for undertaking domestic assistant annual appraisal in a timely manner.
- Responsible for ensuring all mandatory training is completed in a timely manner.
- Responsible for supporting new starters and assisting in carrying out the local induction
- Ensure that staff training is added to the departmental training matrix.
- Responsible for training staff in the correct use of equipment e.g. buffers, mops etc. and on-job training thereafter, to ensure that correct operating procedures are maintained and followed by all domestic assistants.
- Will support domestic assistants in carrying out the Care Certificate
- Responsible for inputting payroll and reconciling any wage queries.
- Responsible for the initial counselling of staff, acting with diplomacy and reporting to line manager any matters that may require disciplinary action.
- Assist in the interview and recruitment process using the trust recruitment process.
- Ensure the day to day smooth running of the designated teams as part of the wider service through the supervision and training of staff.

- Ensure staff use the correct equipment in accordance to method statements.
- To ensure domestic assistants take responsibility for the safe storage of all equipment when not being used.
- Organise repairs/servicing to machinery/equipment as and when required.
- Ensure that domestic assistants are aware and comply with the departments Health & Safety requirements.
- Responsible for escalating any issues/concerns directly to the Domestic Manager/Deputy.
- Report any risks to Domestic Manager around domestic activity so that the risk register is up to date.
- To complete incident reports for any injuries or accidents to self or others within areas of responsibility in a timely manner.
- Responsible for reporting any risks/ incidents, and ensuring staff are familiar with the incident reporting process.
- To complete incident reports for any injuries or accidents to self or others within areas of responsibility in a timely manner and provide feedback on any learning from the incident.
- To assist management in the handling of complaints relating to departmental services by undertaking investigations and providing reports.
- To act as first point of contact for Domestic services.
- Assist with any cleaning duties as required, These duties will include:
  - General cleaning
  - High and low dusting
  - Wet and dry mopping
  - Vacuum Cleaning
  - Scrubbing floors with mechanical machine
  - Polishing floors with mechanical machine
  - Emptying clinical and general waste bins and placing bags in designated areas
  - Cleaning and descaling of toilets and sanitary areas
  - Curtain changing – taking curtains down and re-hanging
  - Cleaning baths, taps and showers
  - Isolation cleaning
  - Carpet shampooing
  - Stripping and sealing of floors using a floor machine and scrubbing pad, mop and bucket, sucking up machine and stripping chemical following instructions given by the Domestic Supervisor
  - Strip and make beds

## **Communication**

- Demonstrate effective communication skills, dealing with patients, visitors and staff in a polite, respectful and courteous manner.
- Assist the Domestic manager in inducting newly appointed staff.
- Assist in establishing and maintaining communication channels between service providers e.g. estates, linen and catering services.
- To liaise with heads of departments to ensure the most efficient use of domestic services.
- To ensure Domestic assistants are given all relevant information through staff briefs, feedback from meetings and other sources of information
- Develop and maintain close relationships with Ward and Unit Managers to keep them informed of all activity relating to the domestic service.
- Liaising with all departments on tasking and planning activities, support close working relationships with areas of need.
- Report any faults (maintenance or other) using appropriate systems and check they are addressed.
- To ensure incident reports are completed and escalated to the Domestic Manager.
- To communicate and report progress on all tasks completed.
- To prepare and undertake monthly toolbox talks with staff relating to relevant issues in that month.
- To undertake annual appraisals.
- Provide feedback to staff from system reports on over/underachieving performance levels.

## **Communication and Working Relationships**

- The postholder is expected to liaise with other members of domestic staff to enable the fulfillment of their duties. Where their duties bring them into contact with other groups e.g. other Trust staff, patients and their visitors, a professional working manner should be adopted. When this contact includes members of the general public, common courtesy should be shown.
- Communicate clearly with people and involve patients in their care, as individual behaviour can make a significant difference to the patient experience.

## **General**

- Monitor the quality of work activities undertaken by the staff using written and IT based system through audit and working with clinical staff in accordance with target audit scores / KPI's.
- Ensure Domestics are available to perform deep cleans/fogging within the required time.

- Monitor standards through random spot checks in their own areas to assess domestic performance.
- To operate mechanical equipment i.e. floor machines, sucking up machines, vacuum cleaner, carpet shampooer, steam cleaner.
- Must be able to demonstrate a broad knowledge of cleaning standards.
- Have the ability to work on shift as and when required to assist the service as and when required and to work on shift in times of high demand.
- Ensure all relevant staff drive Trust vehicles safely with the welfare of staff, patients and other road users a priority.
- Ensure that all equipment remains clean and in good repair, reporting any defects to the domestic manager and/or assist with arranging repairs.
- Be responsible for all ordering/stock control and receipt and distribution of supplies
- Completion of risk assessments as instructed.
- To monitor Domestic service ensuring compliance with all Method statements and Operating Procedures
- To be aware of Fire Response Procedures and to ensure all Domestic assistants are trained as part of the response

## **SYSTEMS AND EQUIPMENT**

- To ensure the correct use of equipment following safety guidelines.
- To refer method statements for the safe use of all equipment.
- To ensure equipment is maintained.
- To report any faulty equipment to the Domestic Manager.
- To be responsible for the daily cleaning of equipment.
- Issue and control of uniforms
- Arrange distribution and storage of domestic cleaning materials
- Annual review of all equipment and involvement in rectification process and assisting in procurement of replacement/new equipment.
- Control of keys for equipment via sign in/sign out register.

## **SECTION 2 - KNOWLEDGE AND SKILLS:**

- Work in accordance with Domestic and Trust Policies and Procedures.
- Work on own initiative within well established procedures and practices, works with little supervision, refers to Domestic Manager when necessary.
- Maintain effective levels of communication within the team/service/divisional team(s).
- Participate in team meetings.
- To be effective, clear and accurate when using all forms of communication
- To comply with Trust policy on confidentiality and data protection.
- Attend mandatory Training
- A working knowledge and experience of all Domestic services
- Good communication skills and helpful manner
- Good verbal communication skills
- Good written communication skills

- Good telephone manner
- Knowledge of administrative procedures
- Able to communicate at all levels, taking and conveying clear messages
- Good presentation and accuracy
- Able to work on own initiative and part of a team
- Knowledge of computer software packages including Word, Excel, Access and PowerPoint
- Experience of dealing with people from various backgrounds
- Ensure confidentiality of information in line with data protection regulations

### **SECTION 3 - EFFORT AND ENVIRONMENT:**

- To ensure all telephone and verbal enquiries from patients, public and staff are responded to in a prompt, polite, friendly and courteous manner.
- Communicate and liaise with clinical and non-clinical staff across the Trust and suppliers.
- Provide and receive information electronically, verbally or in writing which may be of a confidential or sensitive nature and ensure that this is communicated properly.
- Frequently required to exert moderate physical effort for short periods of time by lifting equipment and disposable stores, e.g. carrying mop buckets filled with water, making and stripping beds.
- Through effective planning and communication with team(s) deliver an efficient and effective Domestic service.
- Ensure daily, weekly targets/tasks are completed / achieved routinely.
- Advise the management team of changes affecting their designated areas of activity and tasks.
- To co-ordinate, arrange and complete ad-hoc requests when required.
- Prioritise multiple tasks
- Maintain a professional attitude
- Ensure full uniform and PPE (as required) is worn at all times
- Maintain an accurate log of daily duties
- Answer queries in relation to transportation requests
- Take care of their own Health and Safety and that of any other person who may be affected by their acts or omissions.
- Use, as required, all personal protective clothing, specified safe systems of work equipment, etc. provided by the employer.
- Report and record any unsafe practices, or workplace hazards. Ensure all incidents are promptly recorded in accordance with the Trust's Incident reporting.
- Promote and encourage health and safe working within the Trust.
- Maintain an accurate records
- Attention to detail
- Willingness to learn new systems
- Frequent exposure to dirt, dust and bodily fluids.
- Prioritise multiple tasks

- Able to work on own initiative and as part of a team
- Able to work unsupervised and adheres to policies and procedures.
- Requires a high level of concentration including responding to unpredictable work patterns, interruptions and the need to meet deadlines.
- To undertake domestic duties with potential exposure to distressing and emotional circumstances.
- Ability to act calmly and quickly in emergencies
- Required to work directly or exposed to infectious materials
- Compile reports
- Maintain a professional attitude when dealing with staff, patients and visitors
- Deal with complaints in relation to Domestic services
- Spend extended periods of time desk based, using computer equipment
- Promote and encourage health and safe working within the Trust.

#### **SECTION 4 - ADDITIONAL REQUIREMENTS**

1. To provide cover for colleagues as directed by your manager.
2. Risk Management (Health & Safety)
  - a) You will follow risk management procedures at all times. The Risk Management procedures for the Trust and the department are kept by the departmental manager.
  - b) You are personally responsible for Risk Management issues in respect of yourself and your colleagues.
  - c) If you identify a potential hazard you should report it to your manager / supervisor at once. If in doubt you should speak to your manager for guidance.
  - d) You must always use safety equipment provided, and report any defects to your manager. You must attend Risk Management Training as directed by your manager.
3. To avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.
4. To safeguard at all times confidentiality of information relating to patients and staff.
5. To refrain from smoking in any areas of Trust premises.
6. To behave in a manner that ensures the security of NHS property and resources.
7. To abide by all relevant Trust Policies and Procedures.



## 8. Infection Prevention and Control

- a. You are personally responsible for ensuring that you protect yourself, patients, visitors and colleagues from the risks of infection associated with health care activities and the care environment.
- b. You must adhere to infection prevention and control policies at all times liaising with the Infection Control Team and acting on any instructions given.
- c. You must attend regular infection prevention and control update training.
- d. You should at all times promote and demonstrate good practice for the prevention and control of infection.

## **Training and Development**

The post holder would be required to undertake the following training:

- Resuscitation
- Defibrillation
- Patient Care, Customer Service and Complaints;
- Infection Control, including hand hygiene;
- Equality Diversity
- First Aid
- Conflict Resolution

This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.

This job description is subject to regular review and appropriate modification in consultation with the post holder.

**Please print names and obtain signatures once Job Description is agreed:**

<b>Print/sign: Employee(s)</b>	<b>Date:</b>	<b>Print/sign: Manager</b>	<b>Date:</b>



# Domestic Supervisor



## Person Specification

**E = Essential Criteria; D = Desirable Criteria**

Criteria	E/D*	Assessment Stage
<b>SKILLS AND ABILITIES</b>		
Good interpersonal skills	<b>E</b>	Interview
Knowledge of COSHH regulations	<b>E</b>	Application / interview
Knowledge of National cleaning standards	<b>E</b>	Application / interview
Knowledge of Infection Control procedures	<b>D</b>	Application / interview
Experience of day to day supervision of staff	<b>E</b>	Application / interview
Ability to communicate at all levels of the organisation	<b>E</b>	Application / interview
Ability to lead, motivate, persuade and train staff	<b>E</b>	Application / interview
Good IT Skills and Knowledge of IT systems	<b>E</b>	Application / interview
<b>EXPERIENCE</b>		
Effective social skills gained from dealing with the public	<b>E</b>	Application / interview
Experience working in a cleaning environment	<b>E</b>	Application / interview
<b>QUALIFICATIONS</b>		
Educated to GCSE level and / or equivalent experience	<b>E</b>	Application/interview
<b>KNOWLEDGE</b>		
Awareness of Hospital environment	<b>E</b>	Application / interview
<b>PERSONAL QUALITIES</b>		
Demonstrates dignity and respect towards others/caring and polite manner	<b>E</b>	interview
Demonstrates dignity and respect towards others	<b>E</b>	Application / interview
Interested in Care Work	<b>D</b>	Application / interview
<b>MOTIVATION AND COMMITMENT</b>		
Works as part of a team and demonstrates professional, flexible, positive, adaptable, persuasive, motivated, diplomatic, proactive and innovative team player adaptable to change	<b>E</b>	Application / interview