

JOB DESCRIPTION

JOB DETAILS

Job title: Facilities Supervisor
Job code: XXX
Band: 3
Location:
Accountable to: Facilities Manager

JOB PURPOSE

- Supervise facilities staff on a day to day basis to ensure that the hospital is cleaned to the correct standards and patients receive a food and beverage service which is adequate for their nutritional requirements.
- Maintain and oversee the smooth operation of the porter function for the locality.
- Assist the Facilities Manager in the provision of services within the Facilities services umbrella and assist with the recruitment, training and development of staff and management of Trust resources.

DIMENSIONS

- The Trust provides and manages physical and mental health services for the population of Gloucestershire, which includes 14 inpatient units.
- Facilities Services are provided by in house teams in the majority of sites and are out sourced at only a few outlying units.
- Trust authorising approval rights for orders via compliant procurement routes at an agreed level in accordance with the Trust Standing Financial Instructions.
- The areas of responsibility for the role include the catering, cleaning and portering services within sites of the Locality. The premises are subject to change.
- Support the Facilities Manager in the management staff.

CORE KEY RESPONSIBILITIES

- Responsible for maintaining a continuous and consistent service to meet the needs of the Hospital/Units throughout the Facilities Department.
- Organise rotas to ensure appropriate staff cover is provided to areas requiring Facilities tasks to be undertaken.
- Assume responsibility for the supervision and daily allocation of staff to provide a Facilities function in locality sites.

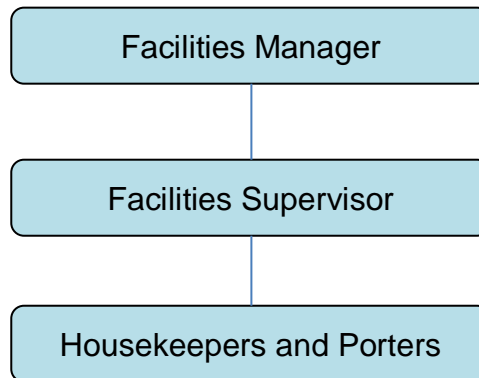
- Take responsibility for food, consumables and linen stock levels on site ensuring an adequate supply is available.
- Responsible for planning and leading the deep clean programme for inpatient ward areas and sites with NHS operating theatres to ensure compliance with Infection Control and Estates guidance.
- Prioritise the workload and provide a proactive service to the locality to ensure high standards are met.
- Provide training to staff in all areas of Facilities takes, manage performance and ensure staff are released to attend or take part in mandatory training.
- Support the Management team in staff development, performance reviews and attendance management.
- Proactively support the monitoring of standards across all areas of responsibility.

SPECIFIC KEY RESPONSIBILITIES

- Ensure the correct handling, regeneration and service of chilled, frozen and fresh food by housekeeping staff to ensure compliance with Food Hygiene Legislation including Trust policy and procedures.
- Responsible for setting and establishing high standards of cleaning and service (in line with the NHS Standards of Cleanliness 2007 or updated version) ensuring the team are motivated to deliver these standards consistently.
- Ensure menu choices and dietary information relating to food and food service is available for patients and that staff are trained to the correct standards. Check that all staff comply with HACCP legislation, to ensure the safety of food for patients. Assess and record all food waste.
- Monitor the quality and quantity of linen delivered to wards and departments adjusting the linen requirements as necessary, identifying and reporting quality issues to the Facilities Services administration staff.
- Undertake general housekeeping duties, actively working alongside members of the housekeeping team, to ensure a clean and healthy environment is provided for clients, patients and staff.
- Undertake regular cleanliness audits and ATP swabbing audits using a software package approved by the Trust, in accordance with the agreed audit frequency.
- Report any structural, building fabric or environmental repairs to the appropriate person on site.
- Responsible for supporting waste management on site, collection and storage of waste from locations, according to local procedures and the hospital waste disposal policy.
- Check, monitor and record medical gases and oxygen levels off the medical gas panel and record, Report any defects to the appropriate person on site.
- Check, monitor and record the fire test, report any defects to the appropriate person on site.
- Collect and deliver post to agreed points.

- Support the movement of patients to x-ray, theatre, and outpatients using wheelchairs, beds and trolleys in accordance with manual handling guidelines.
- Undertake administration duties for non-clinical supplies, ordering and receipting of cleaning materials, food items and equipment. Ensure stock levels are monitored and do not exceed agreed levels plus ensuring good stock rotation.
- Support the facilities management team in achieving financial balance by ensuring planning and organisation of staff cover is provided from the staff available, staying within financial limits when ordering non clinical items and allocating staff.
- Participate in providing the initial and ongoing training for facilities staff as required. To undertake staff appraisal and assist the Facilities Manager to review all Staff in relation to competences, training needs and career developments.
- Monitor the performance of staff to ensure that the NHS Standards of cleanliness and the satisfaction of the service users are achieved within the resources available.
- Report sickness or absenteeism to the Facilities Manager and conduct return to work interviews with staff and updating department records.
- Report any grievance, disciplinary or welfare matter to the Facilities Manager. Update and maintain a department's communications book for team members in liaison with the Facilities Manager.
- Assist the Facilities Manager in the recruitment and selection of staff to ensure compliance with Trust policy.
- Ensure that all team members maintain good standards of personal hygiene, adhere to the uniform policy, follow agreed safe working procedures and comply with all relevant legislation, Trust policies and procedures.
- Ensure staff are released to partake in all mandatory training sessions in accordance with legislation and the Trust's policies to include Fire Safety, Health & Safety, Manual Handling & Lifting and Food Hygiene. To maintain training records.
- Ensure adherence to all trust policies, Health & Safety, COSHH and Infection Control Policies, reporting all incidents, accidents or defaults to the HSM.
- Regularly check departmental machinery and equipment, report defects ensuring that it is maintained in a clean and safe condition.
- Work with department management, team leaders and staff to investigate and establish ways to improve service standards.
- At direction of Facilities Manager, be responsible for trialling and documentation of new working practices to improve service standards and efficient systems of work.
- Maintain, facilitate and enhance good working relationships between the Facilities team and any other department which interacts with Facilities.
- Attend meetings as agreed with the Facilities Manager.

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

- Establish and maintain good communication and working relationships both internal and external to the Trust to facilitate the smooth and effective running of the department.
- Build effective and collaborative relationships with department leads within sites which fall into the locality.
- Facilitate meaningful involvement with staff in issues which affect their work. Ensure effective systems are in place to keep staff informed about the plans and activities of the department.
- Communicate with suppliers and contractors.
- Liaise with HR payroll and workforce departments to support employee queries.

EFFORT AND HEALTH & SAFETY FACTORS

- Frequent exposure to bodily fluids.
- Work with a variety of COSHH controlled substances.
- Infrequently work with patients and carers in distress, who may be demonstrating verbal aggression.
- Ensure all Infection Control Policies and procedures are adhered to.
- Daily lifting moderate weights including soiled linen, stores and supplies.
- Driving when required and authorised to do so.
- Using specialised cleaning equipment, e.g., steam cleaners.

MOST CHALLENGING PART OF THE JOB

- Periodically respond to staff distress and personal problems.
- Working within an environment where exposure to bodily fluids, graffiti and debris in inappropriate areas may.

- Trying to maintain a clean and tidy environment working with a client group who may not be able to assist that process.
- Proactively working to meet the priorities of the department which can change on a daily basis.
- Responding to situations which may occur and require immediate attention.

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and

staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

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Physical Intervention Descriptors

Working Well Pre-employment Assessment

Breakaway – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical behaviour of others by providing evasion and self-protection strategies **(clinical and non-clinical)**. Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.

PERSON SPECIFICATION

Job title: Facilities Supervisor
Job code: XXX
Band: 3
Location: Tewkesbury Community Hospital
Accountable to: Facilities Manager

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Good basic level of education, written English and Maths.	Essential	Application form and Interview
Moving and Handling keyworker	Essential	Application form
Basic Food Hygiene Certificate (training given)	Essential	Application form
ILM Level 2 Award in Team Leading	Desirable	Application form
IT literate in Microsoft Office	Essential	Application form
Food Hygiene Level 2	Desirable	Application form
Supervisory qualification	Desirable	Application form

LENGTH AND / OR NATURE OF EXPERIENCE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Experience of managing staff	Essential	Application form and interview
At least substantial experience of managing staff	Desirable	Application form and interview

PROFESSIONAL / MANAGERIAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Basic knowledge of Health & Safety	Essential	Application form and interview
Good knowledge and understanding of COSHH and HACCP	Essential	Application form and interview
Good understanding of cleanliness procedures.	Essential	Application form and interview
Staff management.	Essential	Application form and interview

PERSONAL SKILLS ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Team player	Essential	Application form and interview
Very good interpersonal and organisational skills	Essential	Interview
Reliable and flexible approach	Essential	Interview
Good communication skills	Essential	Interview
Clean and smart appearance	Essential	Interview

Ability to undertake all statutory and mandatory training	Essential	Interview
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OTHER REQUIREMENTS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Ability to travel across sites	Essential	Interview