NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details** |
| Post/Title: Housekeeping Senior Supervisor  Reporting to: Hotel Services Manager  Accountable to: Operations Director |
| 1. **Job Summary**   (A brief description of the primary purpose of the post) |
| To work as part of a multi-disciplinary team – showing leadership and flexibility of shared tasks to ensure the best quality service is provided in a pleasant environment for both staff and patients.  To ensure that high quality, cost-effective service is delivered to patients and staff. |
| 1. **Role of the Department**   (The function of the department in which the post holder works) |
| To ensure high standards of cleanliness in all areas of The Hospital in concordance with the Infection Control Standards. |
| 1. **Key Working Relationships**   (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose) |
| * Patients and their visitors * Housekeeping team * Nursing Team * Management Team * All other employees |
| 1. **Duties and Responsibilities of the Post** |
| **Operational**   * To ensure all duties of the Housekeeping team are carried out in accordance with the Infection Control Policy of the Hospital and any other Housekeeping related policies. * To manage and oversee a comprehensive and high-quality service by monitoring standards. * To maintain effective leadership and a disciplined team through good communication and through leading by example. * To liaise with the clinical staff constantly to provide the most efficient service possible. * To liaise with users to make sure the service provided by the Housekeeping Department continues to be appropriate and effective. * To communicate and maintain good relations with staff at all levels in all departments of the Hospital to ensure an efficient and high standard of service is provided. * Offer support and guidance to Housekeeping Department staff. * Responsible for managing the laundry/linen delivery. * To order and manage goods and supplies. * To be responsible for the allocation of the lockers. * To be responsible for Lost Property. * To be responsible for Waste management and carrying out regular waste audits. * Ordering uniforms and flowers as and when required. * To participate in the recruitment of new staff to the Housekeeping Department, to conduct interviews and carry out the training for the new team when they commence employment. * Responsible for delivering staff training for new employees. * To organise the rota of the HK team. * To ensure that correct records are maintained to enable another Housekeeping Supervisor member to assume responsibility in case of absence and appropriate handover is done between shifts. * To conduct regular recorded Team Meetings. * To attend management meetings and relay any relevant information back to the Housekeeping Department staff. * Responsible for ensuring that the cleaning schedule is updated and completed in time. * To ensure all staff are aware of the importance of customer care, both within the Hospital and to the general public, to enhance the Hospital’s reputation. * To develop a team approach to equality and diversity, ensuring relevant policies and procedures are implemented into practice and acted upon if discrimination occurs. * To avoid any behaviour that discriminates against patients/relatives, visitors, employees or potential employees based on their sex, race, ethnic or national origins, colour, disability, religion or belief, sexual orientation or age.   **Quality Assurance**   * To ensure that all staff are familiar with and adhere to the policies and procedures. * To ensure all Housekeeping staff maintain a high standard of cleaning. * To complete regular cleaning audits. * To ensure that monitoring standards provide high equal high-quality patient care. * To oversee the HK department and deal with any incidents/issues that have been reported. * To ensure patient confidentiality is maintained at all times.   **Risk Management**   * To deal with all accidents, untoward occurrences or problems by recording and reporting such incidents to the appropriate department in the policy. * To ensure all department members are aware of the Health and Safety at Work Act. * To ensure all necessary precautions according to the Codes of Practice, Health and Safety at Work Act, Local Rules, HSE reports and Fire Precautions are observed to protect staff and patients. * To deal with the risks of the Department – review and update the Departmental Risk Assessment as and when necessary. |
| **INDIVIDUAL RESPONSIBILITIES** |
| 1. **General** |
| The post holder is expected to:   * Adhere to Hospital policies and procedures and relevant legislation, including the requirements of any professional bodies * Understand and incorporate the organisational values into daily working practice:   + Compassionate   + Exceptional   + Ethical   + Charitable * Attend mandatory training as identified by the Hospital * Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning * Work as part of a team and collaborate with colleagues * Ensure good communication links are established with all other departments within the hospital * Maintain a high level of security awareness |
| 1. **Health and Safety** |
| Employees must be aware of their responsibilities under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. |
| 1. **Risk Management** |
| All staff are responsible for reporting all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken. |
| 1. **Confidentiality and Information Governance** |
| The post holder must keep up to date with the information governance requirements; you, take mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.  It is important that the post holder processes personal identifiable information only in accordance with the Hospital’s Information Security policy.  The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.  It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record-keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant. |
| 1. **Equality and Diversity** |
| Employees are responsible for ensuring that they assist in the implementation of this the Hospital’s Equality and Diversity policy by:   * Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact. * Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management. |
| 1. **Infection Control** |
| It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas. |
| 1. **Safeguarding Children and Vulnerable Adults** |
| It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk. |

**PERSON SPECIFICATION**

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| Factor | Essential | Desirable |
| Qualifications | - | * GCSE or equivalent |
| Knowledge | * Infection control standards |  |
| Experience | * 6+ months of multi-discipline team leader/ supervisor | * Similar healthcare experience |
| Skills and aptitude | * Good interpersonal skills and ability to deal sensitively with patients, and liaise effectively with staff. * Good communication skills, written and oral. * The ability to remain calm under pressure. * Flexible & professional attitude to responsibilities. * To be able to use initiative to generate and put forward new ideas for service improvements/developments |  |
| Flexibility | * To be flexible as per the Hospital Requirements |  |