

Job Title:	Supervisor
Reports to (job title):	Team Lead
Line Manager to:	Domestic Team <i>[inc Porter service in Livingstone only]</i>

Job purpose

- To provide a patient focused domestic and catering services across clinical and non-clinical *areas [inc porter service in Livingstone only]*.
- To be responsible for the day-to-day supervision of the domestic and catering team *[inc porter service in Livingstone only]*.
- To ensure that standards within the designated areas meet organisations cleaning and hygiene standards
- To undertake general cleaning and related tasks to a high standard. Following the guidelines as set out in the Service Level Agreement and frequency charts.

The role shall be based at *[Sittingbourne Memorial Hospital/Sheppey Community Hospital/Livingstone Community Hospital]* (dependant on role) but flexibility to cover at other sites is necessary.

Responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

- To liaise with the Team Lead to ensure the provision of clear lines of communication between all staff.
- Report health and safety issues on reporting system and inform Team Lead immediately.
- To work as part of the care team on a daily basis and build up good working practises and relationships.
- Closely working alongside Infection Prevention and Control and Ward staff/domestic staff in the event of an out-break.
- To adhere to guidelines to achieve a healthy and safe environment.
- To work with Team Lead to complete action plans for PLACE and CQC.
- To ensure waste is disposed in accordance with the organisational waste disposal policy, assuring Health and Safety standards are adhered to at all times.
- To ensure that all Hotel Services staff wear the correct uniform and maintain a clean and tidy appearance.
- To take responsible care of your own health and safety and that of others.
- To ensure all cleaning equipment is regularly maintained and in a safe condition and escalate appropriately to the Team Lead.
- Responsibility for ensuring that designated areas are hygienically clean and tidy at all times.
- To complete food wastage documentation and to report any discrepancies in food quantity or quality to the Team Lead.
- Ensure all cleaning methods comply with standards set within the National Standards of Cleanliness using the NHS Healthcare Cleaning Manual as guidance.
- The daily shift plan is completed in the agreed timescale and hygiene standards are met.
- To maximise staff resources and ensure all areas are covered appropriately, especially in times of sickness and annual leave.

- To manage staff sickness in accordance with policy.
- To ensure systems are kept up to date with staff absences.
- To undertake regular appraisals/1:1's and ensure the appraisal process is followed and clearly identifying training and development needs.
- To be visible at all times and support the team when staffing is compromised.
- To co-ordinate deliveries.
- To ensure that all Hygienic codes of practice are followed and that the kitchens and associated areas are cleaned in accordance with the departments cleaning schedule.
- To monitor and record daily, cooking, food preparation, service and fridge temperatures.
- To order goods and provisions, ensuring they meet standards of quality and quantity in accordance with menu requirements.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training.
- Reading applicable policies and procedures.
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements.
- Ensuring the security and confidentiality of all records and personal information assets.
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines.
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on DATIX or to the appropriate person e.g. Line Manager, Head of Information Governance, Information Security Lead.
- Adherence to the clear desk/screen policy.
- Only using approved equipment for conducting business.

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance with the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- 2 years minimum within a cleaning environment
- Experience of managing a team and leading by example
- Level 2 Food Hygiene Certificate including food preparation and cooking methods
- Excellent communication skills
- Self-motivated and pro-active team player with ability to work to tight deadlines
- Ability to work within company, national guidelines and policies
- Ability to pay attention to detail and presentation
- To undertake training according to role
- Time management skills, prioritising workload and self-management
- The ability to work under pressure and respond to changes of work priorities and demands.
- Must have a “can do” attitude.
- Approachable, supportive and adaptable.
- Must demonstrate a flexible approach to work.
- Ability to work effectively with others.

Desirable

- BICS or NVQ 2 qualification in cleaning

Other requirements

- Full UK driving licence

Employee signature

Manager signature
