

JOB DESCRIPTION

Job Title:	Domestic Services Team Leader
Department:	Facilities
Reports to:	Head of Operations
Hours:	20 hours per week

Job Summary

To be responsible for the planning and organising of cleaning operations for the Hospice and ensure that an efficient and comprehensive service is maintained. To maintain the environment in accordance with the hospice philosophy, national care standards, moving and handling, health and safety. The domestic team will have contact with patients, families and visitors to the Hospice.

Management Function

- Be involved with recruiting of team members and facilitate their personal and professional development.
- Train new members to the team to produce a cohesive and effective working team.
- Hold annual appraisal and performance reviews of the domestic team and identify any training needs.
- Conduct regular team meetings to provide support and information.
- Ensure that hospice policies and procedures are implemented.
- Manage absence and organise the rota for the domestic team, ensuring that shift patterns, annual leave and sickness is covered.
- Be aware of budgetary constraints when ordering of cleaning supplies, liaising with suppliers, keeping stocks and records.
- Foster communication and co-operation between all members of the hospice team.
- Attend regular meetings with the Head of Operations and all other meetings as required.

Domestic Function

- Ensure that all work schedules are adhered to and signed off by the team members accordingly.
- Ensure that any additional cleaning tasks are carried out and recorded.
- Monitor, on a daily basis, the overall appearance of the interior of the building.
- Monitor the standard of work within the domestic team members on a daily basis and complete a checklist to ensure high standards are maintained.
- Complete The NHS standards of cleanliness audits on a monthly and three monthly basis, complete action plans from the findings of the audit process.
- Organise the maintenance of domestic equipment.

- Cover for annual leave or sickness in the absence of bank staff.
- Act as a role model and resource of expertise for the domestic team and colleagues.

Safety at Work

- Maintain the safety and wellbeing of patients, relatives and staff in accordance with the Health and Safety Policy.
- Complete e-learning and attend fire lectures regularly and ensure that the team are aware of and comply with the Fire Policy.
- Ensure that all domestic team members complete e-learning and are conversant with safe lifting and handling techniques
- Ensure the team report and document all accidents/incidents and near misses.

Education Function

- Participate in the induction and orientation of new members of the team.
- Participate in departmental based training.

Professional Function

- Maintain own personal and professional development.
- Remain acquainted with professional developments in the Domestic environment and attend relevant training courses.

Confidentiality

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

General

This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

Health and Safety

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- Ensure familiarity with procedures for dealing with incidents such as accidents or fire
- Attend fire lectures annually and take part in maintaining fire safety within the building
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public
- Ensure risk assessments are completed efficiently for all activities related to this role.

Purpose and core values

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

Caring and compassion

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

Accountability

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

Respect

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

Excellence

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

General duties

- To always comply with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
- To always comply with the Hospice Information security policy. Also, to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- The Hospice operates a no-smoking policy.
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
- All appointments are subject to pre-employment health screening.
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance.



- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies.
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

"team" refers to all members of staff including volunteers

Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.