



Bicton Heath, Shrewsbury, SY3 8HS

Re : Housekeeping Services Manager

This application pack contains the following information regarding the above mentioned post:

- 1. Job Description and Person Specification**
- 2. Information to Candidates**
- 3. Equal Opportunities Monitoring Form**

Having read the enclosed information, your completed application form should be returned to me at the address above, to arrive no later than **10th December 2018**

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

Gaynor Taylor
HR Advisor

Severn Hospice

Housekeeping Services Manager

INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

1. MEDICAL

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

2. REFERENCES

No formal offer of employment will be made until we have received satisfactory references.

3. DISCLOSURE

Please note that you are required to disclose details of any criminal record, and any offer of employment will be subject to an Enhanced Disclosure provided by the Disclosure Barring Service

4. PROBATIONARY PERIOD

Your appointment will initially be for a probationary period of up to 3 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

5. SALARY

The hourly rate for this post is £8.36 - £10 per hour depending on experience. Salaries are paid monthly by credit transfer to a bank or building society account.

6. HOURS OF WORK

You will work 5 days per week 8.30 am to 3pm (30 hours) Monday to Friday.

7. HOLIDAY

You will be entitled to 210 hours holiday per year (including public holidays).

8. NOTICE

During your probationary service the period of notice to terminate your employment is one week by either party.

Severn Hospice Equality and Diversity Statement

Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an “unspent” conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any “unspent” convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become “spent” (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including “spent” convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service’s Code of Practice for Registered Persons and other recipients of DBS information.

A copy of the Hospice’s Equality and Diversity Policy is available upon request.

Severn Hospice
EQUAL OPPORTUNITIES APPLICANT MONITORING FORM

To help us ensure the effectiveness of our Equality and Diversity Policy **please complete this form, seal it in a separate envelope, and return it with your application form.** This will ensure that the appointing officer responsible for shortlisting or interviewing does not see the monitoring form before an appointment is made.

Post applied for

Full name of applicant

Date of birth (age)

• **Gender**

- Do not wish to disclose
 Male Female Transgender

• **Sexual Orientation**

- Do not wish to disclose
 Heterosexual / Straight Bisexual Gay / Lesbian
 Any other sexual orientation – please specify

• **Religion or Belief**

- Do not wish to disclose
 Baha'I Buddhist Christian Hindu Jain Jewish
 Muslim None Pagan Sikh Zoroastrian
 Any other religion or belief – please specify

• **Ethnic Group**

- Do not wish to disclose
White
 English, Welsh, Scottish, Northern Irish, British Irish Gypsy or Irish traveller
 Any other White background – please specify

Mixed / multiple ethnic group

- White & Black Caribbean White & Black African White & Asian
 Any other mixed background – please specify

Asian / Asian British

- Indian Pakistani Bangladeshi Chinese
 Any other Asian background – please specify

Black / African / Caribbean / Black British

- Caribbean African
 Any other Black, Caribbean, African background – please specify

Other ethnic group

- Arab
 Any other ethnic group – please specify

• **Disability**

- Do you have a physical impairment? Yes No
Do you have a mental impairment? Yes No

Data Protection Act

I agree that the information given on this form may be processed by the Hospice in accordance with the Data Protection Act, in particular, for the purposes of the equal opportunities monitoring. I agree to the storage of this information on manual and computerised files.

Signature

Date

(please tick appropriate box)

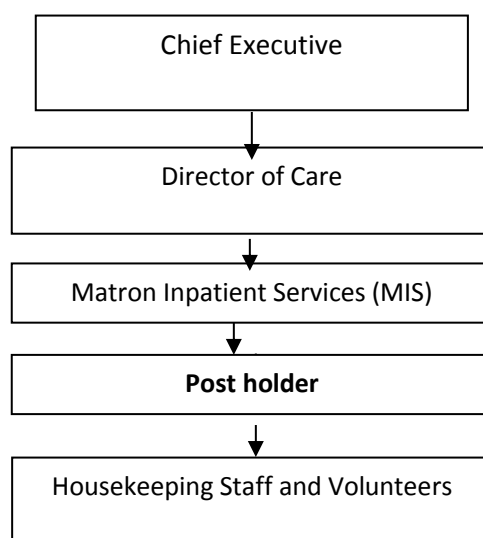
Thank you for completing this form



Job Description

Post Title:	Housekeeping Services Manager
Band :	Band 3
Reports to:	Matron Inpatient Services (MIS)
Purpose of the post:	<p>To manage all aspects of housekeeping and laundry related to the provision of a high quality “Hotel service” for patients, staff, volunteers and visitors at the Hospice ensuring all service users experience a pleasant, safe, clean and welcoming environment.</p> <p>Responsible for housekeeping at Apley and Bicton sites</p>

Organisation Position



PRINCIPAL RESPONSIBILITIES

- To provide a comprehensive housekeeping service for the Hospice including all patient and public areas demonstrating consistent quality, efficiency and effectiveness to enhance patient care.
- To ensure Housekeeping team abides by Hospice infection control policies and procedures complying with statutory and legal requirements
- To maintain a clean, welcoming and tidy environment for patients, visitors staff and volunteers.
- To ensure economical and safe use of supplies and equipment.

HOUSEKEEPING RESPONSIBILITIES

- Day to day management of in-house laundry department responsible for servicing all Hospice sites and departments.
- Undertake housekeeping site inspections on both sites to include all furnishings (eg. Beds, tables, chairs, carpets, soft furnishings) and subsequently work with the MIS to agree a programme of refurbishment / replacement as necessary
- Devise and maintain a computerised cleaning schedule of clinical and non-clinical Curtains, Drapes and furnishings throughout the Hospice thereby supporting MIS in maintaining maximum bed capacity
- Ensure Hospice databases are maintained by Housekeeping team.
- In conjunction with MIS, develop new and update existing cleaning and housekeeping standards and policies throughout the hospice
- In conjunction with MIS, design and implement new recording and monitoring housekeeping documents to ensure a high standard of cleanliness and cost effectiveness is achieved.
- Support MIS in implementing and reviewing infection control practices to ensure that the housekeeping team are compliant and cost effective.
- In conjunction with MIS, audit, monitor and review housekeeping practises and standards together with area specific policies within the Hospice to ensure they are adhered to.
- To work alongside the housekeeping team and other hospice staff ensuring that a high standard of housekeeping services are delivered eg. Deep cleans

MANAGEMENT RESPONSIBILITIES

- Work flexibly across the organisation and through all departments as required supporting the delivery of excellent housekeeping standards
- Develop new ways of working which support departmental objectives and service improvement programmes.
- Support MIS in promoting new ways of working which support and contribute towards Hospice objectives and improvement programmes.
- Ensure the day to day supervision of the housekeeping team (including volunteers), effectively motivating, and directing staff to ensure that time and resources are managed through effective teamwork.

- Ensure that the team have a clear understanding of their duties and responsibilities and of the standards of work and conduct expected of them during their shift.
- Organise the team on a daily basis deploying staff appropriately according to their skills and experience.
- Work with external agencies and contractors as required.
- Support MIS in the process of change demonstrating professionalism and integrity.
- In conjunction with Lecturer Practitioner, design and evaluate training sessions that equip and develop the housekeeping team key skill sets and competencies.
- To induct and train new and existing staff
- Complete annual appraisals for housekeeping all team members (including volunteers).
- To ensure that Hospice HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately to the MIS
- To monitor and manage the departments holidays and periods of staff absence to ensure appropriate staffing levels and skill mix are maintained to meet service requirements
- With support from MIS undertake initial / informal stages of HR policies eg. Recruitment, Performance management (capability); disciplinary and grievance investigations

ADMINISTRATIVE RESPONSIBILITIES

- To report and present progress in departmental service delivery, both verbally and in written form. Ensure that accurate records are kept and maintained.
- Actively contribute towards or lead team / departmental meetings. Ensure team meetings are held a minimum of quarterly.
- To contribute to and influence the total patient, visitor & staff experience through collaborative working and effective communications throughout the hospice.
- Train team in the preparation of daily worksheets
- Complete and check associated housekeeping/laundry paper work on a daily basis
- Input daily/weekly/monthly data into the Housekeeping Database
- Extract weekly reports via the Housekeeping database

GENERAL

- Through regular inspection, ensure that all fixtures and fittings (apart from medical apparatus) are kept clean and tidy on a daily basis ensuring that any deficiencies are reported to MIS and dealt with appropriately.
- In conjunction with MIS, source and order new linen stock suppliers as requested.
- Whilst undertaking all laundering activities themselves as per the job plan below, the post holder will also be responsible for the day to day operational management of the Housekeeping department in conjunction with MIS.
- In conjunction with Ward Sisters and Lead Nurse Day Services, participate in environmental audits including drawing up action plans for improvement.
- To ensure that that at all times the team work in a safe and responsible manner by demonstrating a knowledge and understanding of all Health and Safety and Infection Control policies and the implementation of safety measures
- Ensure self and Housekeeping team adhere at all times to uniform and appearance policy.
- To support the MIS in the handling of complaints relating to the service area.

- To work independently to ensure delivery of quality services within area of responsibility. Works within polices and professional standards.
- Seek advice and support from the MIS for actions that effect areas outside their area of responsibility.
- To be accountable for decisions affecting their sphere of responsibility. Liaises with MIS on issues that have wider service implications across the organisation

Job Plan (example)

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning	Breidden	Alexandra / Telford Day Unit	Perry	Miscellaneous housekeeping / living well	Shrewsbury Day Unit
Afternoon	Laundry	Laundry	Laundry	Laundry	Laundry

Responsibilities and duties may include other tasks as determined by MIS

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify the description when changes in the work situation occur

Supplementary Information and Requirements

All new Hospice employees are on a three months probationary period.

Health and Safety

In accordance with the Hospice’s Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

Appraisal

All employees are required to participate in the Hospice’s appraisal process (permanent contracts only).

Person Specification : Housekeeping Services Manager

	Essential	Desirable
Experience	<p>Management experience in a similar role ie managing diverse teams in healthcare or hotel environment</p> <p>Experience of managing change in the workplace</p>	<p>Membership of a relevant professional association</p> <p>Experience of working with volunteers</p> <p>Experience of designing and evaluating training programmes</p>
Qualifications	<p>Good basic education</p> <p>Computer literate</p>	<p>NVQ Level 3 or equivalent</p>
Skills, Knowledge and Competencies	<p>Ability to organise, prioritise and delegate</p>	<p>Experience in using Access databases</p> <p>COSHH Certificate NEBOSH Certificate IOSHH qualification</p>
Aptitudes & Attributes Required	<p>Good team player</p> <p>Flexible approach to work</p> <p>Ability to work effectively as part of a team but also autonomously.</p> <p>Proven ability to create effective working relationships and build teams.</p> <p>Ability to prioritise tasks according to changing needs and service capacity.</p> <p>Ability to delegate tasks appropriately</p> <p>Able to take instruction and document events during shift</p> <p>Excellent communication skills</p> <p>Positive and enthusiastic</p> <p>Self-aware and intuitive with others.</p>	

	<p>The ability to be able to both receive and give constructive criticism/feedback</p> <p>Ability to maintain and recognize professional boundaries</p> <p>Ability to embrace change and support colleagues through the process</p> <p>Non-judgmental attitude</p> <p>Willingness to undergo further training as required</p> <p>Prepared to work flexibly throughout the week including weekends and bank holidays as required</p> <p>Full driving licence</p>	
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