



JOB DESCRIPTION

Job Title	Domestic Supervisor
Reporting to	Estates and Facilities Manager
Reportees	Domestic Team
Hours	25hrs PW
Salary	Actual - £17,858 FTE - £26,788

Job Summary

As a Domestic Supervisor at our hospice facility, you will play a vital role in ensuring a clean, safe, and comfortable environment for our residents, their families, and staff. You will oversee a team of cleaning staff, manage schedules, and ensure that all areas of the hospice are maintained to the highest standards of cleanliness and hygiene, in line with current healthcare cleaning standards.

Key Tasks / Duties and Responsibilities

1. Supervision and Team Leadership:

- Lead and supervise a team of Domestic staff, providing guidance and support as needed.
- Populate the work rota.
- To harness positive working relations within the team and maintain excellent lines of communication across 3 teams who work different shifts and locations around the hospice.
- Train new Domestic staff and provide ongoing training and support to all team members to ensure the highest cleaning standards.
- Assign tasks and responsibilities to team members, ensuring that all areas of the hospice are covered efficiently.
- Conduct regular performance evaluations with the Estates & Facilities Manager and provide constructive feedback to ensure high standards of work are maintained.

- To maintain a clean and tidy appearance and to always follow the required hygiene practices.

2. Cleaning Operations Management:

- Support the Estates & Facilities Manager to implement cleaning schedules and protocols to ensure all areas of the hospice are cleaned and sanitized regularly.
- Monitor inventory levels of cleaning supplies and equipment, and coordinate with the admin department to ensure adequate stock levels are maintained.
- Conduct regular inspections with the Estates and Facilities Manager to ensure compliance with cleanliness standards and actively identify areas for improvement.

3. Quality Control and Compliance:

- Ensure that all cleaning activities comply with health and safety regulations, including COSHH (Control of Substances Hazardous to Health), infection control protocols, and hospice policies and procedures.
- Implement measures to prevent cross-contamination and the spread of infections within the hospice environment.
- Collaborate with other departments, such as facilities management and nursing, to address any cleaning-related issues or concerns and to resolve promptly.

4. Training and Development:

- Provide training to cleaning staff on proper cleaning techniques, use of equipment, and adherence to safety protocols.
- Stay informed about best practices in cleaning and infection control and share knowledge with the cleaning team to enhance their skills and expertise.

5. Communication and Reporting:

- Serve as the primary point of contact for cleaning-related inquiries and concerns from staff, residents, and families.
- Maintain good relationships with patients, staff, public and volunteers of the hospice.
- Aid in preparing regular reports on cleaning activities, including inspection results, staff performance, and resource utilisation with the Estates & Facilities Manager

General

- To fulfil the obligations of the Health and Safety at Work Act 1974.
- To maintain a clean and tidy appearance.

- To report any defects in machinery, equipment, and materials immediately to the Estates and Facilities Manager.
- To report any incidents or accidents immediately to the Estates and Facilities Manager.

Other

- To undertake and comply with mandatory training.
- To comply with all Mary Stevens Hospice Policies and Procedures.
- Any other duties and responsibilities commensurate to role and experience.

This job description is not exhaustive and the nature of the Hospice requires that you are flexible in your approach to work and you may be required to undertake such reasonable additional duties as is required from time to time.

Signature:

Date:

Name:

PERSON SPECIFICATION

	Essential	Desirable
Education/Qualification	Certification in cleaning or housekeeping management.	
Skills/Experience	<p>Proven experience in a supervisory or management role, preferably in a healthcare or hospitality setting.</p> <p>Effective written and oral communication and interpersonal.</p>	An understanding of COSHH is desirable but training will be provided.
Knowledge	<p>Strong knowledge of cleaning techniques, products, and equipment, with a focus on infection control and sanitation.</p> <p>Familiarity with health and safety regulations.</p>	An understanding of the services of the Hospice and knowledge of the local community that Mary Stevens serves.
Personal Characteristics	<p>Excellent leadership and communication skills, with the ability to motivate and inspire a team.</p> <p>Excellent organizational and time-management abilities.</p> <p>Attention to detail and a commitment to maintaining high standards of cleanliness and hygiene.</p> <p>Ability to work collaboratively with other departments and adapt to changing priorities in a fast-paced environment.</p>	A compassionate and understanding approach, aligned with the ethos of hospice care.