

**JOB DESCRIPTION**

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| **Post Title:** | Care Support & Laundry Operations floor Supervisor |
| **Department:** | Operations |
| **Location** | Nightingale House or Hammerson House |
| **Hours** | Full time, 37.5h/week  According to Rotas – Weekend Included |
| **Post holder reports to:** | Head Housekeeper |
| **Post Holder supervises:** | Care Support Workers and Laundry staff |

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| **Purpose of the Job:**  The Care Support / Laundry Operations Supervisor is responsible for supervising, training and supporting care support assistants (housekeeping staff) and laundry staff at Nightingale Hammerson to deliver an outstanding resident focussed service coordinated across other operational teams in line with key performance indicators. |
| **Equal Opportunities**  Nightingale Hammerson is committed to achieving equality of opportunity both in delivering its services and in the employment of people and expects all staff to understand and promote equality of opportunity in all aspects of their work. |
| **Health and Safety**  All staff are expected to take responsibility for their own health and safety, insofar as they can themselves, and to exercise reasonable care and caution in the execution of their duties. |
| **Nightingale Hammerson Values**  We expect all staff to display and uphold our core values which are:   * **Compassion; Respect; Excellence; Dignity; Integrity; Teamwork**   More information on our Mission and Values can be found on our website |
| **Key competences and responsibilities:**  1 Rota and Timesheets   1. To create the monthly rota for the Care Support / laundry team and ensure that all the households, communal areas and laundry are covered with staff on the required shifts, organising bank staff to cover annual leave/sickness. 2. Maintain and update the online timesheet system (Kronos) including weekly checking and approving of timesheets for Care Support, laundry and bank staff.   2 Training   1. To liaise with Care Support / laundry staff to ensure that they all undertake required training and that appropriate training records are maintained. Part of this responsibility is to liaise with the cleaning products supplier to ensure that the supplier undertakes COSHH initial and refresher training for all staff. 2. Review together with the Head Housekeeper that Risk Assessments for Care Services Support and laundry staff are reviewed and up to date. 3. To ensure the induction of new members of care support, laundry and bank staff and complete the Induction Check List and mandatory training. 4. To ensure that the Head Housekeeping and other household managers are made aware of any presenting problems related to staff conduct and performance, or other employment issues. 5. To conduct supervisions and annual performance reviews for Care Support staff working in the communal areas, laundry and bank staff. 6. To participate in education and development events and review of own work, via supervisions and annual performance and development review. 7. To recommend changes in working methods in order to continuously improve the service provided and embrace good customer care practices. This includes review of cleaning schedules balancing duties allocated across shifts and time allocated to deep cleaning.   3 Stock control and equipment maintenance   1. Undertake monthly stock take of all cleaning products, detergents for the laundry and allocating them to the relevant household and create and maintain an electronic stock taking database. 2. To liaise with the Head Housekeeper or Catering Manager and order cleaning materials for the kitchen including dishwasher detergent for household pantry dishwashers. 3. To liaise with Head Housekeeper or Catering Manager to ensure there are adequate supplies of disposable boxes, plates, cutlery, cling film, foil, bin bags etc and all other “disposable” items 4. Undertake monthly ordering of required cleaning materials / laundry detergent within a designated budget and maintain an electronic database of purchases made. 5. To liaise with staff and ensure that all cleaning equipment, including trollies and floor cleaning machines, buffers etc are maintained in working order and are serviced as required.   4 Infection control   1. water-flushing audits. Maintain records.   5 Residents clothing and linen   1. Liaise with Household care Managers to ensure that all resident clothing is name labelled immediately upon arrival in the home and that subsequent garments are also labelled. 2. Maintain an inventory of all resident garments that are labelled 3. Ensure residents laundry is washed in line with infection control procedures (and washing instructions), ironed, re-distributed to bedrooms according to an agreed schedule. 4. Ensure that all linen cupboards are stocked at the appropriate stock levels and that bedding and tablecloths are laundered according to schedule and redistributed to designated linen cupboards   6 Households   1. To co-ordinate between various teams (Care Manager, Residents Services, Care Support Laundry and Property) to ensure that all resident bedrooms are checked for cleanliness every day, according to the standards set, and made ready in advance of the admission of a new resident. 2. To co-ordinate between various teams (Care, Residents Services, Care Support, Laundry and Property) following the internal transfer of a resident to another household or the death of a resident making sure that the room is emptied and possessions moved or disposed according to agreed procedures. 3. To ensure that all resident households and communal areas are maintained at the highest possible standard of cleanliness, in line with infection control, and presentation, undertake spot checks and maintain written electronic records as evidence that cleaning in line with the relevant cleaning schedules and at the required levels. 4. Together with colleagues ensure that work schedules include curtains being taken down, cleaned, rehung and in necessary repaired and that windows are cleaned. 5. In conjunction with Property Services, to ensure that a contract for regular external window cleaning is undertaken by a contractor and that work schedules include internal window cleaning by Care Support staff.   7 Relationship Centred Care   1. To liaise with Care Managers in relation to the Meals Matter programme in order that Care Support Staff working in communal areas and laundry staff are allocated appropriately to support in particular households. 2. If required by the Care team, to personally undertake support of residents at mealtimes as part of the Meals Matter programme 3. Respond to special resident requests in a timely, friendly and efficient manner. 4. To investigate, follow up and resolve complaint issues relating to the post holder’s areas of accountability. This includes trends analysis and action plans to prevent reoccurrences.   8 Other   1. To participate in Health and Safety Sub- group meetings. 2. To personally comply with Health and Safety processes including in-house procedures and Safety Risk Audits. 3. To undertake other reasonable tasks that are within the competence of the post-holder as may be required from time to time. |
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| **PERSON SPECIFICATION** | | |
| **Criteria Category** | **Requirements** | **Essential (E)**  **Desirable (D)** |
| **Education and Qualifications** | GCSE English and Maths or equivalent | E |
| **Experience** | Experience of working in a healthcare setting with people living with Dementia, mainly in Care Homes | D |
| To have worked as a housekeeper or similar in large establishment | E |
| To have experience of working in an industrial laundry  Experience of Microsoft Office packages such as Word, Excel to intermediate level.  Experience of creating and maintaining an excel database  Experience of using an online database | E  E  D  D |
| Experience of undertaking a similar role | D |
| **Knowledge and Skills** | Ability to communicate to residents, families and other team members demonstrating empathetic, persuasion and reassurance skills. | E |
| Understanding of infection control procedures | E |
| Understanding and ability to use industrial washing and drying machine, rotary iron and heat press name labelling equipment | E |
| Ability to prioritise the personal and team workload in a timely manner in order to meet all the requirements. | E |
| Literacy and numeracy skills in order to produce a variety of written material and statistical information. Candidate should be capable of composing first draft response. | E |
| Ability to work on own initiative without constant guidance. | E |
| Knowledge and understanding of health and safety at work and in particular COSHH | E |
| **Personal Attributes** | Ability to work 5 days week on a rotational basis from Monday to Sunday. Occasionally working late shifts. | E |
| Physically fit to undertake the range of activities involved in providing the service. | E |
|  | Hands-on attitude and willingness to work part of a team, particularly in times of staff shortages. | E |

**Supplementary Information**

**Infection control**

The prevention and control of infections is responsibility of all employees at Nightingale Hammerson. All staff and volunteers must be aware of infection control policies, procedures and the importance of protecting themselves, Residents and visitors and in maintaining a clean and healthy environment.

**Safeguarding**

Abuse and neglect can happen to anyone, anywhere and all it is the responsibility of all employees to act in accordance with Nightingale Hammerson’s policies.

**Confidentiality**

All staff members and volunteers should be aware that Nightingale Hammerson produces confidential information relating to Residents, staff and commercial information. It is everybody’s responsibility for ensuring the security of information and to comply with the Data Protections Acts, Access to Health Records Act and Computer Misuse Act. Disclosure of personal, medical, commercial information, system passwords or other confidential information to any unauthorised person will be regarded as gross misconduct and may lead to disciplinary action.

**Jewish Culture and Traditions**

Nightingale Hammerson is a charity supporting the Jewish community, following the main Jewish culture and traditions. All the employees, volunteers and visitors must be aware and respect the Jewish values and traditions, according to the Nightingale Hammerson policies.