

JOB DESCRIPTION & PERSON SPECIFICATION

JOB DESCRIPTION

Job Title	Housekeeping Supervisor
Department	Housekeeping
Location	QEF Neuro Rehabilitation Service, Banstead (SM7 3EE) moving to QEF Care and Rehabilitation Centre, Leatherhead (KT22 0BN)
Reports to	Service Co-ordinator / Assistant Manager
Responsible for	Housekeeping Assistants

JOB PURPOSE

To lead the housekeeping team and ensure the efficient running of the housekeeping function within the service in order to maintain high standards of cleanliness in clients, staff and visitors' areas.

Ensuring the service runs smoothly and to a high standard through:

- adherence to deadlines so that housekeeping tasks are completed on time
- infection control systems being in place and regularly audited and followed
- managing the devolved housekeeping budget.

ROLE RESPONSIBILITIES

Staff supervision

- Supervise all housekeepers and ensure regular one to one meetings take place and are recorded in line with QEF policy.
- Manage all housekeeping staff issues and concerns in line with QEF disciplinary and grievance policy and procedure, liaising with their line manager and HR Business Partner where necessary.
- Participate in and ensure all housekeeping staff attend mandatory and relevant training and development courses and adhere to all Health and Safety procedures.

Service Quality

- Ensure all audits are completed in a timely manner and all issues are recorded, reported and acted on.
- Ensure that stock levels of bathroom, laundry and general housekeeping products are maintained and purchased when necessary in line with the housekeeping budget.
- Inspect all furnishings on a regular basis to ensure they are clean and in good repair. Contact and arrange specialist cleaning and repairs services when necessary.
- Ensure all bedding, quilts, pillows and upholstery covers are laundered when required.
- Ensure curtains are hanging correctly and are cleaned when necessary.
- Work in liaison with the Occupational Therapists to ensure appropriate staff are assigned to educating clients on how to manage their laundry e.g. showing clients how to use washing/drying machines and to supervise and provide guidance to clients as required.
- Report any problems or anything untoward to their line manager or the Registered Manager

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- Ensure client and staff confidentiality is maintained.

Service Delivery

- Ensure rooms are cleaned and prepared for all new arrivals, including a deep clean of room after discharge and before a new client is admitted.
- Ensure clients' accommodation is kept clean and hygienic including changing bedding, towels and facecloths.
- Ensure clients recreation and bathroom areas are clean and hygienic.
- Ensure soap and towel dispensers are regularly filled in bathroom areas and never allowed to run out.
- Ensure clients beds are regularly washed down.
- Ensure carpets and flooring is clean and kept in a good state of repair.
- Ensure a full laundry service (including ironing) is provided for the residents at the CRC.
- To ensure residents clothing is labelled and small repairs are undertaken.
- Ensure the provision of a laundry service to the catering and therapy departments.

BEING PART OF QEF MEANS

- Actively participating in learning, development and feedback opportunities and cycles as required by QEF's policies and procedures.
- Acting in accordance with relevant legislative and regulatory requirements as may apply from time to time.
- Supporting and encouraging the involvement of volunteers.
- Promoting QEF's Equal Opportunities policy and avoiding any behaviour that either directly or indirectly discriminates against others on the grounds of any protected characteristic.
- Taking Health and Safety duties seriously to ensure your safety and that of your colleagues and our residents and clients.
- Being an active team player and attending team meetings and briefings to which you are invited.
- QEF is committed to safeguarding and promoting the welfare of children and adults at risk and expects all staff and volunteers to share this commitment. All staff and volunteers must be responsible and accountable for their safeguarding practice and proactive in identifying and reporting safeguarding concerns.
- Being an ambassador of QEF's Values and Behaviours in your approach to your role and to our staff, clients, and residents.

VALUES AND BEHAVIOURS



OTHER DUTIES

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- You are expected to perform various tasks as necessitated by your changing role within QEF and the charity's overall business objectives as reasonably requested by your designated manager or the CEO.
- You must read and ensure you understand the current versions of QEF's policies and procedures and undertake to act in accordance with them at all times.
- You may be required to work at other locations in accordance with the responsibilities and duties of your role.
- The above is not an exhaustive list of duties and may be subject to change.

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QUALIFICATIONS AND TRAINING	ESSENTIAL	DESIREABLE
Qualifications Level 2 Cleaning and Support Service Skills or equivalent		√
KNOWLEDGE AND SKILLS		
A good standard of literacy and numeracy.	√	
Excellent written and verbal communication skills.	√	
Competent in Microsoft Word, Excel and Outlook.	√	
Good decision making and problem solving skills.	√	
Full COSHH awareness.	√	
Good leadership skills	√	
Experience of undertaking audits and quality checks	√	
Organisation skills.	√	
Staff / performance management experience		√
Managing budgets		√
EXPERIENCE		
Previous housekeeping experience.		
Experience of working in a registered service		√
Experience of working with people with disabilities		√
Managerial / Supervisory experience		√
PERSONAL ATTRIBUTES		
Punctual and can plan own time effectively.	√	
Can use initiative	√	
Awareness of professional boundaries.	√	
Physically fit.	√	