We believe that people should be looked after with the utmost dignity and respect and are proud of the high standards we achieve through a continuing philosophy of developing standards and delivering service.

DOMESTIC SUPERVISOR

HATFIELD NURSING HOME, HATFIELD, HERTFORDSHIRE

£7.60 PER HOUR, 36 HOURS PER WEEK

Providing a quality housekeeping/laundry service to the residents, you will lead and motivate a team of Domestic Assistants ensuring they clean the home to a high standard whilst respecting the privacy and dignity of residents. You will form part of a friendly team, with plenty of opportunity to interact and be involved with the residents.

You will ensure that the team keep to their cleaning schedules and maintain an attractive and clean environment throughout the home. Previous experience of providing domestic services is also required, we will look to you to provide training. Knowledge of infection control would be advantageous.

A flexible approach is required as hours include evenings, alternate weekends and bank holidays.

Our excellent benefits package includes 28 days annual leave (including bank holidays), sick pay scheme and a loyalty bonus.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Sally Kalairarasu on 01707 255270 and quote Ref:SC3146.

Closing date: 5pm on 11th March 2012.

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Care Limited is a subsidiary of Sanctuary Housing Association, an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Sanctuary Care

ROLE PROFILE REF: SU5F

Role Title	Domestic Supervisor
Reporting to	Deputy Manager
Role Purpose	To ensure the provision of a high quality domestic service throughout the home

Key Result Areas (KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)	**Key Elements** (Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).	**% Time** (Current priority for each KRA)
Service Delivery Ensure an attractive and clean local environment	• Ensure the home is kept clean in accordance with service standards • Monitor standards of cleanliness both internally and externally • Monitor the quality of services, take appropriate action to deal with poor standards • Ensure faults are reported and repairs completed • Liaise with staff, clients and visitors to the Home • Respect privacy and dignity of residents	
Health & Safety Ensure health and safety requirements are met	• Ensure compliance with health and safety, fire regulations and emergency procedures • Report any identified problems to the appropriate person • Adhere to the Health and Safety at Work Act • Ensure that infection control procedures are carried out effectively	
Administration Ensure adequate stock supplies are available	• Order sufficient supplies • Avoid waste to control costs • Maintain accurate records and review them regularly	
Supervise Staff Ensure staff achieve optimum performance	• Support and develop staff through performance review process • Carry out effective work place supervision and training • Devise effective and well run staff rotas	

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change *React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations*	1	• Understand and recognise need for change • Accept change is ongoing • Be open to new ideas • Look for new and better ways of doing things • Remain focused on goal • Review and monitor systems and make changes if needed • Do not change if the best already exists • Learn from change
Communicate well with others *Listen to the needs of others and convey information clearly and accurately*	1	• Be patient, polite, approachable and helpful • Empathise with people from all backgrounds and cultures • Respect opinions and views of others • Tell the right things to the right people at the right time in the right way • Present written material in a professional way • Use discretion appropriately, maintain confidentiality • Adapt to any special communication needs people have • Use body language effectively and understand its effects on others
Get the best out of self and others *Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop*	2	• Agree and set clear objectives for staff and carry out regular performance development sessions • Be fair, consistent and unbiased in managing staff taking into account their differing backgrounds, skills and experiences • Be approachable, supportive and keep confidences to build working relationships based on trust • Give credit where credit is due; make others feel valued • Know how to motivate people and build teams, create enthusiasm and commitment • Recognise potential in others and encourage self development • Provide regular constructive feedback
Impress the customer *Ensure service provided consistently meets customer needs*	1	• Understand how actions impact upon the quality of customer service • Think from the customer's perspective; show empathy to the customer's situation and any special needs • Listen to the customer and address all relevant concerns and needs • Take responsibility for getting an outcome • Act on promises and meet deadlines • Take customer complaints seriously and deal with them calmly • Be knowledgeable and well-informed, provide relevant and accurate information to customers
Work well with others *Contribute towards working as part of a team and involve others through liaising and building trust*	1	• Know when you have the power/authority to make decisions and when to seek help • Be flexible • Share credit and responsibility • Share ideas, skills and knowledge • Work towards the common goals of the team • Be prepared to listen and support other team members and staff in the wider organisation • Understand own/others roles and impact upon each other • Be aware of own role in organisation and how it contributes to organisation strategy

Role-specific Competencies (Role-specific competencies are those Competencies which may apply specifically to the role)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)

Plan and organise effectively *Plan, prioritise and think ahead to maximise efficiency and meet deadlines*	1	• Identify priorities and work within deadlines • Think ahead • Be realistic about the time it takes to do things • Monitor progress to keep on track towards objectives and review plans • Have a plan B • Ask for help to decide priorities when there are conflicting demands • Be aware of impending tasks and targets • Document work so others can take over in absence

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Although all these requirements must normally be met on appointment, in special circumstances a candidate may be appointed who does not meet a particular requirement. This is providing that the shortfall can be made good in a reasonable time, and the candidate brings other skills, knowledge or experience which are valuable to the role and the organisation)

Clinical/technical skills/knowledge and/or functional experience for the role:

- Minimum 1 years previous experience in domestic services

Relevant clinical/technical, vocational or educational qualifications for the role:

- Able to demonstrate possession of Level 2 Diploma in Catering and in House Keeping or knowledge and ability at an equivalent level

Knowledge of software packages:

- N/A

Staff management skills/experience:

- Evidence of achievement in directly supervising staff desirable

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Sanctuary Care Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives
- Trained in internal IT systems relevant to role

Estimated time to complete initial induction & training | 6 months |

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%

1	Routine Information Exchange	✓		✓		✓	
2	Agreeing and Interpreting						
3	Leading and Influencing						

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Care Home based throughout all units of the home
- Required to maintain a high level of confidentiality at all times