



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**

### **ROWANWEALD NURSING HOME, HARROW, MIDDLESEX**

#### **£7.60 PER HOUR, 35 HOURS PER WEEK**

Whilst working as part of the team you will lead and motivate your team of Domestic Assistants. You will ensure your team provide a high quality laundry service and maintain an attractive and clean environment throughout the home.

Previous experience of providing domestic services is also required, ideally in a nursing care setting. Knowledge of Health & Safety guidelines, C.O.S.H.H. and Infection control is essential.

Our excellent benefits package includes 28 days annual leave, pro rata (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](http://www.sanctuary-group.co.uk). For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SC3195.

Closing date: 5pm on 10<sup>th</sup> April 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.



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

<b>Key Result Areas</b> <small>(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)</small>	<b>Key Elements</b> <small>(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).</small>	<b>% Time</b> <small>(Current priority for each KRA)</small>
<b>Service Delivery</b> Ensure an attractive and clean local environment	<ul style="list-style-type: none"> <li>• Ensure the home is kept clean in accordance with service standards</li> <li>• Monitor standards of cleanliness both internally and externally</li> <li>• Monitor the quality of services, take appropriate action to deal with poor standards</li> <li>• Ensure faults are reported and repairs completed</li> <li>• Liaise with staff, clients and visitors to the Home</li> <li>• Respect privacy and dignity of residents</li> </ul>	
<b>Health &amp; Safety</b> Ensure health and safety requirements are met	<ul style="list-style-type: none"> <li>• Ensure compliance with health and safety, fire regulations and emergency procedures</li> <li>• Report any identified problems to the appropriate person</li> <li>• Adhere to the Health and Safety at Work Act</li> <li>• Ensure that infection control procedures are carried out effectively</li> </ul>	
<b>Administration</b> Ensure adequate stock supplies are available	<ul style="list-style-type: none"> <li>• Order sufficient supplies</li> <li>• Avoid waste to control costs</li> <li>• Maintain accurate records and review them regularly</li> </ul>	
<b>Supervise Staff</b> Ensure staff achieve optimum performance	<ul style="list-style-type: none"> <li>• Support and develop staff through performance review process</li> <li>• Carry out effective work place supervision and training</li> <li>• Devise effective and well run staff rotas</li> </ul>	

## 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)

<b>Core Competencies</b> (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	<b>Level</b> (The levels indicate the performance expected in this role)	<b>Indicators of Expected Performance</b> (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
<b>Adapt to change</b> <i>React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations</i>	1	<ul style="list-style-type: none"> <li>Understand and recognise need for change</li> <li>Accept change is ongoing</li> <li>Be open to new ideas</li> <li>Look for new and better ways of doing things</li> <li>Remain focused on goal</li> <li>Review and monitor systems and make changes if needed</li> <li>Do not change if the best already exists</li> <li>Learn from change</li> </ul>
<b>Communicate well with others</b> <i>Listen to the needs of others and convey information clearly and accurately</i>	1	<ul style="list-style-type: none"> <li>Be patient, polite, approachable and helpful</li> <li>Empathise with people from all backgrounds and cultures</li> <li>Respect opinions and views of others</li> <li>Tell the right things to the right people at the right time in the right way</li> <li>Present written material in a professional way</li> <li>Use discretion appropriately, maintain confidentiality</li> <li>Adapt to any special communication needs people have</li> <li>Use body language effectively and understand its effects on others</li> </ul>
<b>Get the best out of self and others</b> <i>Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop</i>	2	<ul style="list-style-type: none"> <li>Agree and set clear objectives for staff and carry out regular performance development sessions</li> <li>Be fair, consistent and unbiased in managing staff taking into account their differing backgrounds, skills and experiences</li> <li>Be approachable, supportive and keep confidences to build working relationships based on trust</li> <li>Give credit where credit is due; make others feel valued</li> <li>Know how to motivate people and build teams, create enthusiasm and commitment</li> <li>Recognise potential in others and encourage self development</li> <li>Provide regular constructive feedback</li> </ul>
<b>Impress the customer</b> <i>Ensure service provided consistently meets customer needs</i>	1	<ul style="list-style-type: none"> <li>Understand how actions impact upon the quality of customer service</li> <li>Think from the customer's perspective; show empathy to the customer's situation and any special needs</li> <li>Listen to the customer and address all relevant concerns and needs</li> <li>Take responsibility for getting an outcome</li> <li>Act on promises and meet deadlines</li> <li>Take customer complaints seriously and deal with them calmly</li> <li>Be knowledgeable and well-informed, provide relevant and accurate information to customers</li> </ul>
<b>Work well with others</b> <i>Contribute towards working as part of a team and involve others through liaising and building trust</i>	1	<ul style="list-style-type: none"> <li>Know when you have the power/authority to make decisions and when to seek help</li> <li>Be flexible</li> <li>Share credit and responsibility</li> <li>Share ideas, skills and knowledge</li> <li>Work towards the common goals of the team</li> <li>Be prepared to listen and support other team members and staff in the wider organisation</li> <li>Understand own/others roles and impact upon each other</li> <li>Be aware of own role in organisation and how it contributes to organisation strategy</li> </ul>

<b>Role-specific Competencies</b> (Role-specific competencies are those Competencies which may apply specifically to the role)	<b>Level</b> (The levels indicate the performance expected in this role)	<b>Indicators of Expected Performance</b> (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
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<p><b>Plan and organise effectively</b> <i>Plan, prioritise and think ahead to maximise efficiency and meet deadlines</i></p>	1	<ul style="list-style-type: none"> <li>• Identify priorities and work within deadlines</li> <li>• Think ahead</li> <li>• Be realistic about the time it takes to do things</li> <li>• Monitor progress to keep on track towards objectives and review plans</li> <li>• Have a plan B</li> <li>• Ask for help to decide priorities when there are conflicting demands</li> <li>• Be aware of impending tasks and targets</li> <li>• Document work so others can take over in absence</li> </ul>
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### 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
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### 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