

**Domestic Supervisor – Our Lady’s Hospital Manorhamilton**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Domestic Supervisor - Maoirseoir OibritheTí*(Grade Code 4103)* |
| **Remuneration** | The salary scale for the post is (as at 01/03/2025): €40,710 - €41,772 - €42,906 - €43,993 - €45,156 - €46,353 - €47,588New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Campaign Reference** | SLIGO 0544 |
| **Closing Date** | **Tuesday 6th May 2025 at 12 noon.****Only fully completed application forms submitted via Rezoomo by the closing date and time will be accepted. No exceptions will be made.****\*\*\*CV's not accepted for this campaign\*\*\***[**https://www.rezoomo.com/job/78484/**](https://www.rezoomo.com/job/78484/) |
| **Proposed Interview Date (s)** | As soon as possible after the closing date.Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Our Lady’s Hospital ManorhamiltonThere is currently one whole time permanent vacancy available in Our Lady’s Hospital Manorhamilton.A panel will be created from this recruitment campaign from which all future permanent and specified purpose vacancies of full and part-time duration may be filled in Our Lady’s Hospital Manorhamilton. |
| **Informal Enquiries**  | We welcome enquiries about the role. Contact **Name:** Alaine McPartland **Title:** Director of Nursing– Our Lady’s Hospital Manorhamilton**Phone No:** 086 0255805**email:** **alaine.mcpartland@hse.ie**for further information about the role.Contact **Name:** Aisling Watters**Title:** Assistant Staff Officer**Tel:** 071 91 71111 **Ext**: 80347**email:** aisling.watters@hse.ie for enquiries relating to the recruitment process. |
| **Details of Service** | The West and North West region provides acute and specialist hospital and community services to the West and North West of Ireland – counties Galway, Mayo, Roscommon, Sligo, Leitrim, Donegal and adjoining counties.The region comprises of 7 hospitals across 8 sites:* [Letterkenny University Hospital (LUH)](https://saolta.ie/hospital/letterkenny-university-hospital)
* [Mayo University Hospital (MUH)](https://saolta.ie/hospital/mayo-university-hospital)
* [Portiuncula University Hospital (PUH)](https://saolta.ie/hospital/portiuncula-university-hospital)
* [Roscommon University Hospital (RUH)](https://saolta.ie/hospital/Roscommon%20University%20Hospital)
* [Sligo University Hospital (SUH)](https://saolta.ie/hospital/sligo-university-hospital) incorporating Our Lady’s Hospital Manorhamilton (OLHM)
* Galway University Hospitals (GUH) incorporating [University Hospital Galway (UHG)](https://saolta.ie/hospital/university-hospital-galway) and Merlin Park University Hospital

The region’s Academic Partner is NUI Galway.The region covers one third of the land mass of Ireland, it provides health care to a population of 830,000, employs over 20,000 staff **Vision**Our vision is to be a leading academic Hospital providing excellent integrated patient-centred care delivered by skilled caring staff.**Guiding Principles**Care - Compassion - Trust – LearningOur guiding principles are to work in partnership with patients and other healthcare providers across the continuum of care to:* Deliver high quality, safe, timely and equitable patient care by developing and ensuring sustainable clinical services to meet the needs of our population.
* Deliver integrated services across the Hospitals and communities, with clear lines of responsibility, accountability and authority, whilst maintaining individual hospital site integrity.
* Continue to develop and improve our clinical services supported by education, research and innovation, in partnership with NUI Galway and other academic partners.
* Recruit, retain and develop highly-skilled multidisciplinary teams through support, engagement and empowerment.
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| **Reporting Relationship** | Reports to the Director of Nursing |
| **Purpose of the Post**  | * To support the leadership, management and supervision of Household staff working across hospital departments on evenings.
* To work directly with the Support Service manager, Head of Departments, Ward Managers, Hygiene committee and infection control team on environmental cleaning and hygiene needs.
* To support the implementation and monitoring of Infection Prevention & Control (IPC) Hygiene Standards as delineated in Safer Better Hospital Standards (HIQA2012), National Standards for Hospital Cleaning (N.H.O. 2009).
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| **Principal Duties and Responsibilities** | * The person holding this post is required to support the principle that the care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree.

**Line Management** * To provide leadership and management of Household staff and services to achieve high standard of service.
* To supervise Household Staff on evening shift and deal with issues as they arise.
* To complete local technical audits and reviews of household services and schedules and implement quality improvement measures as required.
* To actively monitor Wards/Departments ensuring cleaning schedules are being carried out efficiently and effectively and checklists are maintained.
* To arrange rosters and schedules in accordance with needs of the wards/service areas and budget allocation.
* To develop and support the induction, training and performance management of staff.
* To ensure all staff attend mandatory training and records are maintained.
* To investigate complaints/incidents and ensure reports are completed.
* To order, issue and control cleaning equipment and supplies and other related items.
* To carry out regular scheduled maintenance checks and report faults / maintenance requirements.
* To keep necessary records i.e. weekly pay sheets, control data, personnel files, PPARS submissions, KPIs etc.
* Performance management systems are part of the role and you will be required to participate in the Group’s performance management programme.
* Support PPARS entries for the timely payment of relevant staff and to ensure pay returns are accurate and returned in a timely matter.
* To ensure adherence to all relevant hospital Policies/Procedures e.g. Trust in Care, Dignity at Work, Infection Control, Smoking etc.
* Be fully aware and where applicable, identify and introduce new initiatives and bring fresh thinking and endorse new initiatives for the support services and the hospital.

**Communication*** Develop and establish effective communications processes within the hospital.
* To Foster close working relationships and teamwork within and across Support Services
* To Liaise with Line Managers and establish systems to support managing the service in accordance with Health and Safety legislation guidelines, prevention and control of infection, National Hygiene and decontamination standards.
* To hold regular scheduled meetings with Household staff.

**Quality & Standards*** To be a key driver of HIQA Environmental Hygiene Standards and Infection Prevention and Control Standards.
* To carry out regular audits in relation to Housekeeping/Hygiene standards throughout the hospital.
* To supervise Household staff to ensure Environmental Hygiene Standards are maintained.
* To proactively communicate with wards/departments in relation to provision of household services.
* To identify opportunities to improve quality of service.
* Ensure that hospital Uniform policy is adhered to and that staff present themselves suitably for work.
* Represent Support Services through participation in relevant committees.
* To foster and support a quality improvement culture throughout area of responsibility.
* Support the development of support services as a key strategic service unit, which delivers quality patient care in an efficient, effective and equitable manner.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.and comply with associated HSE protocols for implementing and maintaining these standards.
* Suport, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Resource Management*** Exercise budgetary/stock control in all areas delegated in this regard.
* Ensure efficient and effective use of all resources (staff and non-staff).
* Participate in the preparation of business plans.
* To advise Service Manager of new stock requirements.

**KPI’s*** The identification and development of Key Performance Indicators (KPIs) which are congruent with the Hospital’s service plan targets.
* The development of Action Plans to address KPI targets.
* Driving and promoting a Performance Management culture.
* The management and delivery of KPIs as a routine and core business objective.

**Health & Safety** The post holder will comply with health and safety responsibilities as set out in the hospital's policies and procedures, principally the Hospital and Departmental Safety Statements.* The post holder is responsible for ensuring that they comply with hygiene services requirements in your area of responsibility.
* The post holder must take reasonable care for his or her own actions and the effect that these may have upon the safety of others.
* The post holder must cooperate with management, attend Health & Safety related training and not undertake any task for which they have not been authorised and adequately trained.
* The post holder is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment.
* To complete and maintain risk assessments for the household department

**Risk Management, Infection Control, Hygiene Services and Health & Safety**The management of Risk, Infection Control, Hygiene Services and Health & Safety is the responsibility of everyone and will be achieved within a progressive, honest and open environment. * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate.
* The post holder must be familiar with the necessary education, training and support to enable them to meet this responsibility.
* The post holder has a duty to familiarise themselves with the relevant Organisational Policies, Procedures & Standards and attend training as appropriate in the following areas:
* Continuous Quality Improvement Initiatives
* Document Control Information Management Systems
* Risk Management Strategy and Policies
* Hygiene Related Policies, Procedures and Standards
* Decontamination Code of Practice
* Infection Control Policies
* Safety Statement, Health & Safety Policies and Fire Procedure
* Data Protection and confidentiality Policies
* HACCP standards
* The post holder is responsible for ensuring that they become familiar with the requirements stated within the Risk Management Strategy and that they comply with the Group’s Risk Management Incident/Near miss reporting Policies and Procedures.
* The post holder must foster and support a quality improvement culture through-out your area of responsibility in relation to hygiene services.
* The post holder must take reasonable care for his or her own actions and the effect that these may have upon the safety of others.
* The post holder must cooperate with management, attend Health & Safety related training and not undertake any task for which they have not been authorised and adequately trained.
* The post holder is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment.
* Report to relevant service any perceived shortcomings in hospital safety arrangements or any defects in hospital equipment utilized by Household services.
* Monitor areas of concern or unsafe practices within Household services and escalate via relevant organisational structures.
* Support the development and implementation of risk assessments relevant to Household services.
* Prepare and record incidents / accidents arising in the course of Household service duties on Q-PULSE system.

**PLEASE NOTE THE FOLLOWING GENERAL CONDITIONS*** Employees must attend fire lectures periodically and must observe fire orders.
* All accidents within the Department must be reported immediately.
* Infection Control Policies must be adhered to.
* In line with the Safety, Health and Welfare at Work Act, 2005 all staff must comply with all safety regulations and audits.
* In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within the Hospital Building is not permitted.
* Hospital uniform code must be adhered to.
* Provide information that meets the need of Senior Management.

**The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | **Candidates must at the latest date for receipt of completed applications for this post possess:*** 1. **Professional Qualifications, Experience etc.**
1. Have completed 2nd Level Education.

**Or**1. Have completed a post leaving cert award.

**Or**1. Have completed a programme in Supervision/Management.

**And**1. Have at least 2 years’ experience in Domestic/cleaning role within a healthcare or other service setting.

**And**1. Possess a high standard of professional knowledge and ability (including a high standard of suitability) for the proper discharge of the duties of the office.
	1. **Health**

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. * 1. **Character**

Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | Demonstrate depth and breadth of experience in Hygiene Standards as relevant to the role. |
| **Other requirements specific to the post** | **N/A** |
| **Skills, competencies and/or knowledge** | The successful candidate must be able to:**Professional Knowledge*** The post holder has a duty to familiarise themselves with the relevant organisational policies, procedures and standards and attend training appropriate
* Demonstrate an understanding of the Health and Information Quality Authority (HIQA) standards as they apply to the role, e.g. Standards for the prevention and Control of Healthcare associated Infections.
* Demonstrate an understanding of the basic principles of infection control and knowledge of standard precautions in relation to infection control.
* Demonstrate knowledge of healthcare associated infections.
* Demonstrate evidence of knowledge of HIQA and Hygiene (cleaning) Standards and the requirements in this role to adhere to same.
* Demonstrate knowledge of cleaning to carry out the duties and responsibilities of the role
* Demonstrate knowledge in the area of healthcare or cleaning duties in a relevant service.
* Demonstrate an ability to apply knowledge to best practice
* Demonstrate a commitment to continuing professional development
* Demonstrate ability to work under pressure
* Demonstrate a commitment to assuring high standards and strive for a patient centred service

**Planning & Managing Resources to Deliver a Quality Service*** Demonstrate evidence of effective planning and organising skills including awareness of resource management and importance of value for money
* Demonstrate ability to manage deadlines and effectively handle multiple tasks
* Demonstrate evidence of computer and sufficient administrative capacity to discharge the functions of the grade
* Demonstrate evidence of ability to plan work effectively and efficiently,
* Demonstrate flexible approach – to working hours, rostering e.g. unsocial hours/shift work, night duty, on call, attitude to work
* Demonstrate ability to work on own initiative
* Demonstrate understanding and/ or experience of cleaning/hygiene standards
* Demonstrate evidence of ability to empathise with and treat patients, relatives and colleagues with dignity and respect.

**Building & Maintaining Relationships including Team and Leadership skills*** Demonstrate effective communication skills including: the ability to present information in a clear and concise manner; the ability to manage staff including identification of training needs: the ability to give constructive feedback to encourage learning
* Demonstrate leadership and team management skills including the ability to work with multi-disciplinary team members
* Demonstrate ability to work as part of a multi-disciplinary team.
* Demonstrate motivation and an innovative approach to job.
* Demonstrate ability to present a neat and tidy appearance
* Demonstrate ability to carry out instructions and appreciate the importance of providing quality care to patients.

**Evaluating Information and Judging Situations*** Assesses risk: has a strong awareness of actual and potential risks and takes appropriate action.
* Effective analysis and problem solving skills.
* The ability to make effective decisions with regards to service.
* Knows when to ask for help / when to ask another team member to intervene.
* Demonstrate motivation to fulfil the role and contribute to improving the service
* Demonstrate the ability to maintain confidentiality
* Demonstrate awareness and appreciation of the service user
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| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not progressing to the next stage of the selection process. Those successful at the ranking stage of this process, where applied, will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion**  | The HSE is an equal opportunities employer.Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition. Read more about the HSE’s commitment to [Diversity, Equality and Inclusion](https://www.hse.ie/eng/staff/resources/diversity/diversity.html)  |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).The CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.Read the [CPSA Code of Practice](https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf).  |
| The reform programme outlined for the health services may impact on this role, and as structures change the Job Specification may be reviewed.This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. |

**Domestic Supervisor – Our Lady’s Hospital Manorhamilton**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is permanent and whole time. The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage. HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th, 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-2), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-3).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

**Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://healthservice.hse.ie/staff/health-and-safety/safety-statement/).

2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)