

Kerr, Hayley

From: Trainor, Seamus
Sent: 16 May 2022 14:42
To: Maura McKenna; McCarthy, Conor
Subject: Support Service Supervisor Job Description and Banding Review
Attachments: Support Service Supervisor Job Description and Banding Review
Importance: High
Sensitivity: Confidential

Maura/Conor

Please find attached for your attention and consideration.

Can I suggest the joint letter is signed by Ray on behalf of all TU organisations?

I would propose dropping the attached in each Supervisors inbox now that I have a list to hand.

At the risk of stating the obvious, please don't circulate until I have had the opportunity to share with the Senior Managers upon receipt of your agreement/approval.

Happy to discuss.

Regards


Seamus Trainor
Co-Director for Patient & Client Support Services
Nursing & User Experience Directorate
Elliott Dynes
Royal Group of Hospitals

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Working together



Excellence



Openness & Honesty



Compassion

Kerr, Hayley

Subject:

Support Service Supervisor Job Description and Banding Review

Attachments:

Assistant Operations Manager - Supervisor Band 3 (Review of Public Administration 16 Jan 09).pdf; Support Services Supervisor - AfC Submission - Final 11 May 2022.pdf; Support Services Supervisor - Joint Communication May 2022.pdf; PCSS Structure - AfC Submission - Final 11 May 2022.pdf; Support Services Supervisor Training Matrix - AfC Submission - Final 11 May 2022.pdf; Local Advisor Questions (Support Service Supervisor) AfC Submission - Final 11 May 2022.pdf

Dear Colleague

Please find attached for your information and attention.

Regards



Seamus Trainor
Co-Director for Patient & Client Support Services
Nursing & User Experience Directorate
Elliott Dynes
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Belfast Health and Social Care Trust

Job Title: Assistant Operations Manager/Supervisor – Band 3

Responsible to: Senior Manager Patient and Client Support Services

Reports: Operations Manager

Location: Belfast Health and Social Care Trust

Job Summary

The Assistant Operations Manager/Supervisor will support the Operations Manager in the delivery of high quality patient services which will include Catering, Domestic, Portering, Transport, Security, Laundry, Waste, Car Parking Services, Stores, Caretaking, Accommodation and Contracts.

The Assistant Operations Manager/Supervisor will assist in the day to day operational management of services in line with the strategic development of Patient & Client Support Services.

The postholder will be expected to deliver high quality service outcomes through the effective and efficient use of resources through the setting of targets and a process of continuous monitoring.

Service Delivery

1. To coordinate the activities of the service(s) within postholder's span of control as directed by the Operations Manager.

2. To oversee all operational aspects of the service(s) on a day to day basis to ensure the efficient and effective use of resources and report any deviations to the Operations Manager.
3. To ensure the delivery of services within the confines of the management control systems for the service(s) in the postholder's span of control.
4. To ensure compliance with all relevant statutory legislation, policies and procedures connected with the postholder's span of control.
5. To complete staff duty rotas to ensure that a satisfactory level of cover is provided in the event of unplanned absences.
6. To monitor the condition of all equipment used throughout the postholder's area(s) of responsibility and ensure that it is adequately maintained and in good working order.
7. To report immediately any defective equipment to the Operations Manager for repair taking broken equipment 'out of service' immediately.
8. To duly report/record any accidents/incidents in accordance with Trust procedures and ensure that any identified follow up action is completed.

Service Development

9. To assist in the identification of cost improvement initiatives or changes in practices which enhance the quality of services provided and represent efficiencies.
10. To set and agree team and individual objectives and establish expected standards of service in accordance with legislative and regulatory standards, for example, food hygiene, environmental cleanliness, waste management and DHSSPS control assurance standards.
11. Implement and participate in appropriate monitoring and auditing arrangements for the service(s) managed under the direction of the Operations Manager.

Collaborative Working

12. The postholder will be required to work in collaboration with all relevant stakeholders.
13. To participate in the investigation of complaints as appropriate in conjunction with the Operations Manager.

Communication and Information Management

14. To liaise with Ward Managers/Head of Department on all matters relating to postholder's span of control and to pass on any matters which required the attention of the Operations Manager.
15. To maintain good working relationships with all hospital staff at all times.
16. The postholder will be responsible for maintaining records/information as appropriate within their area(s) of responsibility.

Financial and Budgetary Management

17. The postholder will be required to contribute to the control of expenditure both pay and non pay under the direction of the Operations Manager.
18. To check all staff timesheets to ensure that all hours are correctly and accurately recorded for payment.
19. To supervise, control and issue consumables/materials and maintain appropriate stock records.

Management and Development

20. To be responsible for the training, supervision, welfare and counselling of staff within the postholder's span of control.
21. To set and lead by example providing direction and guidance as appropriate.
22. Participate as appropriate in the recruitment, selection and retention of staff and the operation of cost effective staff rotas.
23. Undertake annual appraisals of staff in accordance with the Trust's Personal Contribution Framework.
24. Identify the training needs of staff and ensure that appropriate training is provided.
25. Monitor sickness absence and take appropriate management action when necessary in accordance with the Trust policies and procedures.
26. Take action when necessary in accordance with the Trust's disciplinary and grievance procedures.

General Responsibilities

27. Employees of the Trust will be required to promote and support the mission and vision of the service for which they are responsible and:
 - At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
 - Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
 - Comply with the Trust's No Smoking Policy.
 - Carry out their duties and responsibilities in compliance with health and safety policy and statutory regulations.

- Adhere to equal opportunities policy throughout the course of their employment.
- Ensure the ongoing confidence of the public in service provision.
- Comply with the HPSS code of conduct.

This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the Assistant Operations Manager works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time by the Co-Director.

RECORDS MANAGEMENT

Trust staff are responsible to the Chief Executive for all records held, created or used as part of their business including corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Information Regulations 2004 and the Data Protection Act 1998.

Employee Specification

Assistant Operations Manager/Supervisor – Band 3

At the closing date candidates should be in possession of:

Essential Criteria

An accredited managerial qualification e.g. Institute of Leadership Management Level 2 or equivalent and 1 year relevant experience in a support services role in a complex organisation at Band 1 or above;

OR

3 years relevant experience in a support services role at Band 1 or above in a complex organisation;

AND

1. Demonstrate ability to communicate effectively through all levels of the Trust and external environment.
2. Car User or access to a means of transport that meets the requirement of the post.
3. For catering posts a current Basic food Hygiene certificate and working knowledge of HACCP.
4. For Transport posts a current C1/D1 licence.

Desirable

1. Current Intermediate Food Hygiene certificate for Catering posts

JOB DESCRIPTION

JOB TITLE	Support Services Supervisor
BAND	TBC
DIRECTORATE	Nursing & User Experience
LOCATION	Belfast Trust
REPORTS TO	Assistant Support Services Manager
ACCOUNTABLE TO	Service Manager – Patient & Client Support Services

Job Summary

The Support Services Supervisor will support and be accountable to the Assistant Support Services Manager for the delivery and maintenance of high quality services, which may include [1] Catering, [2] Environmental Cleanliness (including Laundry, Accommodation) and [3] Logistic Services (Portering, Transport, Security, Waste Management, Car Parking Services, Caretaking) and maintenance/service contract as/where appropriate.

The Support Service Supervisor will be responsible for the day-to-day operational management of service(s); in line with team, departmental and directorate objectives, in the delivery of patient and client supporting services across the range of service areas identified above Trust wide.

The Support Services Supervisor's span of control may be limited to a single site/location or in some instances multiple sites/locations; similarly it may be for a single service or combination of services within the scope of the support service job family. This will be dependent upon the position and or service area in which the post holder undertakes the duties and responsibilities outlined below.

The Support Services Supervisor will be responsible for ensuring the delivery of safe high quality service outcomes through the effective and efficient use of resources, including the meeting of targets through a process of continuous monitoring.

Key Duties & Responsibilities

1. To manage the day to day activities of the service(s) within the post holder's span of control.
2. To manage operational aspects of the service daily, using resources effectively and efficiently to ensure a high quality service is provided and report/rectify any deviations.
3. To meet service delivery requirements in line with service user's expectations and provide for a positive experience.
4. To possess the necessary knowledge of appropriate legislation, codes of practice, Belfast HSC Trust Policies & Procedures etc., ensuring that staff under the post holder's remit are compliant with these and effectively manage any non-compliance as appropriate.

5. To maintain an efficient and effective service delivery by ensuring there is sufficient levels of staff/cover in place; including allowance for planned absences and to adapt duty rotas in the event of unplanned absences.
6. To allocate additional hours and/or overtime to staff in line within established parameters in circumstances when it is necessary in order to maintain services and to do so in a manner which is fair and equitable, within budgetary constraints and in keeping with the Trust's Authorisation Framework for payments. The allocation of overtime outside of established parameters should be in consultation with the Assistant Support Services Manager.
7. To complete routine inspections/audits of all machinery, equipment, assets/systems etc. used throughout the post holder's area of responsibility to ensure that it is safe to use and in working order and to maintain and update equipment inventories.
8. To ensure the safe operation of machinery, equipment, assets/systems etc. and that faults are reported promptly as required. Also reporting damage and faults to the fabric of Trust facilities/buildings where appropriate.
9. To complete incident reports for accidents, incidents and near misses, investigating all matters, gather statements/any other relevant evidence, in line with Trust Policy and Procedure and proactively follow up on any recommendations.
10. To plan and undertake audit and monitoring processes to ensure the highest quality of service is delivered, standards are maintained to acceptable levels and regulatory specifications are met, within all areas of responsibility including agreeing corrective measures/action plans ensuring positive outcomes are achieved.
11. To have a knowledge and understanding of Infection Prevention & Control arrangements relevant to the service area to ensure service user safety, to instruct staff accordingly and ensure compliance to enable Trust targets to be achieved.
12. To have the knowledge and understanding of the standards required for each service provided and to make judgements on whether these standards are being achieved.
13. To ensure staff undertake and complete all their tasks in a safe manner, identifying and assessing potential risks in work activities and processes particularly where there are variances to the work environment e.g. increased incidents/outbreaks of Healthcare Associated Infections (HCAIs), Emergency Departments, Mental Health Facilities.
14. To update and amend work schedules for improved service delivery/ performance as and when changes are required in collaboration with Assistant Support Services Manager as appropriate.
15. To attend and participate in meetings relevant to the post holder's span of control and level of responsibility and decision making where appropriate.

Service Development

16. To identify opportunities for improvement initiatives or changes to practices which would enhance the quality of services provided and represent efficiencies.
17. To participate and assist in the evaluation of machinery, equipment, assets/systems and consumables as appropriate.

18. To set and agree team and individual objectives in line with departmental and directorate objectives and ensure delivery of expected standards of service in accordance with legislative and regulatory standards where appropriate.

Collaborative Working

19. To work in partnership with all relevant stakeholders to collectively achieve a shared goal and contribute to meeting Trust and Patient & Client Support Services objectives.
20. To undertake and participate in the investigation of complaints as appropriate within post holder's span of control.

Communication and Information Management

21. To liaise daily with Ward Managers/Heads of Departments and other stakeholders on all operational matters, taking appropriate action where necessary, informing Assistant Support Services Manager of any matters that requires their attention.
22. To maintain good working relationships with all stakeholders ensuring that confidentiality is maintained at all times.
23. To lead team meetings and ensure all relevant information is cascaded to staff as necessary. Ensuring any follow up issues/queries are actioned.
24. To ensure that all staff, as required, are kept informed of any changes to work activities on a daily basis to ensure that service needs are met.
25. To be responsible for maintaining and holding records/information in line with "General Data Protection Regulation" and BHSCT Policy within the post holders area of responsibility.
26. To use and be familiar with various Trust and service specific and/or digital management information technology (IT) systems, to include but not limited to, Human Resources Payroll Travel & Subsistence System (HRPTS), eProcurement, Finance Process Manager (FPM), Saffron, Caloriewise, Electronic Point of Sale (EPOS) Systems, Kelsius Temperature Monitoring System, Portertrack, ID Badge & Access Control, Car Parking Systems, Closed Circuit Television Systems etc.
27. To communicate, as appropriate with contractors and other outside agencies e.g. EHO, RQIA on matters connected with the post holder's span of control.
28. To amend formats of communication and techniques to an appropriate level or style to enable all staff to understand information and PCSS processes etc.
29. To provide information and maintain records required for monitoring and reporting purposes.

Financial and Budgetary Management

30. To ensure that all available resources both pay and non-pay are used as efficiently and cost effectively as possible.
31. To complete and check all staff time sheets to ensure that all hours are correctly and accurately recorded for payment and to update payroll spreadsheets as required for approval by Assistant Support Services Manager in keeping with the Trust's Authorisation Framework.
32. Responsible for ordering adequate supplies of goods and consumables ensuring no overstocking of items in accordance with the Trust's Authorisation Framework.

33. Costing and collating bills for hospitality and forwarding for payment.
34. To ensure that all staff are trained in the Trust's Cash Handling Policy, where appropriate, ensuring that all cash is kept secured at all times and cash floats recorded.

Management and Development

35. To be responsible for the organisation of mandatory and statutory training, to undertake and participate in the site/area induction of newly appointed staff, deliver on the job training and refresher training, to coach and mentor staff and to identify training needs of staff.
36. To provide support to all staff as appropriate in relation to their health and wellbeing and signpost if necessary to relevant organisations.
37. To promote and maintain positive staff relationships and morale amongst those staff who report to the post holder, recognising achievements and work well done and making staff feel appreciated and valued.
38. To promote a culture which is underpinned by the HSC Values.
39. To set and lead by example providing direction and guidance as appropriate and promote career development opportunities for staff.
40. To participate as appropriate in the recruitment, selection and retention of staff following completion of mandatory training requirements.
41. To undertake annual appraisals of staff in accordance with the Trust's Staff Development & Review process.
42. To monitor sickness absence and take appropriate management action when necessary in accordance with the Trust's Attendance Management Protocols.
43. To identify areas of poor performance to staff ensuring that due process is followed and maintaining accurate records to support further action if required.
44. To recognise and effectively manage inappropriate behaviour in accordance with Trust Policies and Procedures.
45. To manage in accordance with Trust Policies & Procedures incidents of staff conflict, seeking guidance where necessary.
46. To deal with all issues in accordance with the Trust's Disciplinary and Grievance Procedures.
47. To attend all in-house training and external training events/sessions appropriate to the role particularly statutory and mandatory training and refresher training as and when required – also participation in the annual staff development review (SDR) process.
48. To be responsible for own development and identify training needs to Assistant Support Services Manager, attending training as deemed appropriate with the supervisory job role.
49. To time manage and prioritise own workload, ensuring completion of all activities.
50. The post holder will be required to be flexible and there may be occasions when they will be required to work in other service areas. It is not expected to be on a frequent or regular basis and would only take place after appropriate training and support is given where/if necessary.
51. Any other duties in line with the post requirements.

This job description outlines the current main responsibilities of the post. However, the duties and responsibilities of the post may change and develop over the passage of time and therefore this job description may need amending in consultation with the post holder and other stakeholders.

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General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Promote and support effective team working, fostering a culture of openness and transparency. The post holder will ensure that they take all concerns raised with them seriously and act in accordance with Belfast Trust's Whistleblowing Policy and their professional code of conduct, where applicable.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Comply with the Trust's Dress Code Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Information Governance

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including service user, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Employees are required to be conversant and to comply with the Belfast Health and Social Care Trust policies on Information Governance including for example the ICT Security Policy, Data Protection Policy and Records Management Policy and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that "Cleanliness matters is everyone's responsibility, not just the cleaners" Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff.

This includes:

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO '5 moments');
- Using the correct '7 step' hand hygiene technique;
- Being 'bare below the elbows' when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately i.e. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Personal Public Involvement

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf



Belfast Health and Social Care Trust

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PERSONNEL SPECIFICATION

JOB TITLE Support Services Supervisor
BAND TBC
DIRECTORATE Nursing & User Experience

Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

ESSENTIAL CRITERIA

SECTION 1: The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
Qualifications / Registration	<p>1. A relevant accredited managerial qualification e.g. Institute of Leadership Management Level 2 or equivalent/higher accredited qualification;</p> <p>AND</p> <p>a minimum of two years' relevant experience in paid employment at Band 2 (or equivalent/higher¹) working in a support or hotel services role in a complex organization;</p> <p>OR</p>	Application Form / Interview

Experience	2. A minimum of three years' relevant experience in paid employment working at Band 2 (or equivalent ¹) in a support or hotel services role in a complex organisation.	Application Form / Interview
Other	<p>3. Category C1 or D1 driver license for Transport positions or a commitment to successfully fulfil the requirement within 6 months of appointment²</p> <p>4. Car User or access to a means of transport that meets the requirements of the post where this is deemed a necessary requirement of the post. Not all positions require the post holder to be a car user.</p> <p><i>Where disability prohibits driving, this criteria will be waived if the applicant is able to identify suitable alternative arrangements.</i></p>	Application Form / Interview
SECTION 2: The following are ESSENTIAL criteria which will be measured during the interview/ selection stage:		
Skills / Abilities	<p>Ability to communicate effectively through all levels of the Trust.</p> <p>Good oral and written communication skills.</p> <p>Good literacy and numeracy skills.</p> <p>Good planning and organisational skills.</p> <p>Ability to work on own initiative and as part of a team.</p> <p>Ability to lead and effectively manage a team.</p> <p>Basic IT/computer skills.</p> <p>Ability to remain calm and professional in urgent and/or emergency situations.</p>	Interview
Knowledge	A working knowledge of relevant support or hotel services within a complex organisation.	Interview

DESIRABLE CRITERIA

SECTION 3: these will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted

Factor	Criteria	Method of Assessment
Experience	Previous experience of managing and/or supervising staff. Previous relevant experience working in a healthcare environment.	Application Form / Interview
Qualifications	A supervisory qualification e.g. ILM or NEBS Current Intermediate Food Hygiene Certificate ² City and Guilds 706 1 & 2 or NVQ 2 Catering or equivalent/higher qualification ²	Application Form / Interview
Skills / Abilities		Application Form/Interview
Knowledge	Health & Safety at Work Legislation. Control of Substances Hazardous to Health (COSHH) Hazard Analysis and Critical Control Points (HACCP) ²	Application Form/Interview

¹Band 2 £18,546 - £19,918

²Transport Positions

All staff are expected to display the HSC Values at all times

What does this mean?



Working together

We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.

What does this look like in practice?

- I work with others and value everyone's contribution
- I treat people with respect and dignity
- I work as part of a team looking for opportunities to support and help people in both my own and other teams
- I actively engage people on issues that affect them
- I look for feedback and examples of good practice, aiming to improve where possible.



Excellence

We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high quality, compassionate care and support.

- I put the people I care for and support at the centre of all I do to make a difference
- I take responsibility for my decisions and actions
- I commit to best practice and sharing learning, while continually learning and developing
- I try to improve by asking 'could we do this better?'



Openness & Honesty

We are open and honest with each other and act with integrity and candour.

- I am open and honest in order to develop trusting relationships
- I ask someone to help when needed
- I speak up if I have concerns
- I challenge inappropriate or unacceptable behaviour and practice.



Compassion

We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.

- I am sensitive to the different needs and feelings of others and treat people with kindness
- I learn from others by listening carefully to them
- I look after my own health and wellbeing so that I can care and support others.



**Belfast Health and
Social Care Trust**

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Our Ref: /ST

16 May 2022

Private & Confidential

Dear Colleague

Support Service Supervisor Job Description Review and Banding Evaluation

We refer to the above and to the associated Agenda for Change process and documentation requirements. It has taken longer than anticipated; for a variety of reasons, to reach the current position and we are very mindful that there are some mixed messages circulating.

The purpose of this correspondence is to confirm that the paperwork; which has been developed in partnership with Trade Union Side, has been formally submitted to colleagues in Human Resources, Agenda for Change Team. This includes the following which is duly attached for your information:

1. Assistant Operations Manager / Supervisor Job Description
2. Support Service Supervisor Job Description
3. PCSS Organisational Structure
4. Support Service Supervisor Training Matrix
5. Local Advisor Questions

We recognise this job description and banding review has been ongoing for longer than anticipated it has been submitted with a request for prioritisation.

Yours sincerely

Seamus Trainor
Co-Director
Patient & Client Support Services

Raymond Rafferty
Trade Union Side Chairperson
Trade Union Side Office

Direct of Nursing & User Experience

Co-Director

Senior Manager
Planning / Performance & Governance (PPG)

PPG Manager

PPG Manager

Business Support Officers

Business Support Officers

Senior Manager
Environmental Cleanliness

Support Service Manager

Support Service Manager

Support Service Manager

Asst Support Service Manager

Asst Support Service Manager

Asst Support Service Manager

Senior Manager
Learning

Support Service Manager

Support Service Manager

Support Service Manager

Asst Support Service Manager

Asst Support Service Manager

Asst Support Service Manager

Senior Manager
Logistics

Support Service Manager

Support Service Manager

Support Service Manager

Support Service Manager

Asst Support Service Manager

Asst Support Service Manager

Asst Support Service Manager

Asst Support Service Manager

Support Service Supervisors

Support Service Assistants

Support Services Supervisor Training Matrix

1. Corporate Welcome / Induction - Statutory Mandatory Training for ALL Newly Appointed Trust Staff (1 Day)

- a) *Safeguarding Awareness – Adult and Children*
- b) *Data Protection*
- c) *Adverse Incident / Datix Reporting*
- d) *Infection Prevention & Control*
- e) *Quality 2020 Level 1 Awareness*
- f) *Fire Safety Awareness*
- g) *Manual Handling / Load Handling Theory*

2. Patient & Client Support Services Induction (1 Day)

- a) *Health & Safety at Work Awareness*
- b) *Load Handling – PCSS/Job Role Specific*
- c) *Waste Management & Sharps Awareness*
- d) *Infection Prevention & Control – PCSS/Job Role Specific*
- e) *Safeguarding Awareness – Adult and Children – PCSS/Job Role Specific*
- f) *Customer/Client Care*
- g) *Food Hygiene*

3. Support Services Supervisor Development Programme (3 Days)

- a) *Health & Social Care Values*
- b) *Trust Policy, Procedures and Legislation*
- c) *The Support Services Supervisor Role*
- d) *How to Communicate Effectively*
- e) *How to Motivate Your Team*

- f) *How to Resolve Conflict in the Team*
- g) *How to Report Adverse Incidents – Datix*
- h) *Promoting a Culture of Safety & Excellence*
- i) *Continuous Improvement and Service Enhancement*
- j) *Partnership Working / Stakeholder Engagement*
- k) *Developing the Team and Managing Underperformance*
- l) *Effective Management of Staff Rotas and Annual Leave*
- m) *Attendance Management Protocol*
- n) *Efficient Financial Management*
- o) *Record Keeping and Information Management*

4. Job / Service Area Specific Training

4.1 All Service Areas – Catering, Environmental Cleanliness & Logistic Services

- a) *General Health & Safety Awareness - Annually*
- b) *General Health & Safety Risk Assessments - Nominated Risk Assessors - 2 yearly*
- c) *Manual Handling - Load Handling - 2 yearly*
- d) *Infection Prevention & Control - 2 yearly*
- e) *Staff Development Review - Reviewee*
- f) *Staff Development Review - Reviewer*
- g) *Equality/Diversity Awareness*
- h) *COSHH Awareness*
- i) *COSHH Risk Assessors Course - 3 yearly*
- j) *Display Screen Equipment Facilitators Course - 3 yearly - Nominated DSE Risk Assessors*
- k) *Fire Safety & Environmental Awareness - Refreshed Annually*
- l) *Fire Officer - Nominated Officer - Annually*
- m) *First Aider - Nominated Officer - 3 yearly*
- n) *Personal Safety & Disengagement - Lone Workers, No Holding/Restraint Skills Required (mental health facilities)*

4.2 Catering

- a) *Food Safety Level 2 – 3 yearly*
- b) *Supervising Food Safety in Catering Level 3 (Intermediate Food Hygiene)*
- c) *Food Safety Level 4 (Advance Food Hygiene)*
- d) *Hazard Analysis & Critical Control Points (HACCP) Level 3*

4.3 Environmental Cleanliness

- a) *Healthcare Associated Infection Awareness*
- b) *Water Safety Awareness*
- c) *National Colour Coding for Environmental Cleanliness*
- d) *Environmental Cleanliness Work Schedule Development*
- e) *EC Work Schedule for Augmented Care Areas*

4.4 Logistic Services

- a) *Driver (CPC) Certificate of Professional Competence – 5 yearly*
- b) *Management of Actual & Potential Aggression (MAPA) for Security Staff – 5 day course*
- c) *MAPA for Security Staff – 1 day annual refresher on completion of b) above in previous 12 – 15 months*
- d) *MAPA for Security Staff – 2 day annual refresher on completion of b) above in previous 15 – 24 months*
- e) *Right Patient Right Blood – 3 yearly*
- f) *Basic Medical Gas Safety – 3 yearly*

5. Other / Personal Development Training Opportunities

- a) Mentoring*
- b) Managing Discipline, Grievance and Capability Issues*
- c) New Managers Toolkit – Human Resource Processes*
- d) Managing Wellbeing, Time & Workload*
- e) Coaching Skills for Leaders*
- f) Maximising People Performance*
- g) Having Important/Difficult Conversations*
- h) Developing Personal Resilience*

Revised Copy

LOCAL ADVISORS QUESTION AND ANSWER FORM

Name Advisor 1
(Mgt Side)

Seamus Trainor

Name Advisor 2
(Staff Side)

JOB REF:

Factor	Questions	Answers
<p>1. Physical Effort</p>	<p>Describe the nature of physical effort involved in the post, including the frequency and duration of and any physical effort required.</p>	<p>Intermittent physical effort in line with their normal job role relating to the movement of objects, consumable stores items, small items of furniture and service specific portable equipment for short periods of time during a span of duty. Physical effort would not extend beyond the Trust's Manual Handling limitations and requirements or beyond the physical effort required of staff for whom the postholder will be the line manager.</p>
<p>2. Mental Effort</p>	<p>Describe the nature of mental effort involved in the post, including the frequency and duration of any mental effort required.</p>	<p>Post holder(s) will operate within a defined span of control within three service areas linked to the support service job family; [1] Catering, [2] Domestic Services and [3] Logistic Services.</p> <p>In some instances this may be a single service or a combination of services. While the post holder's span of control will operate to a regular/routine work schedule and standard operating procedures; there will be occasions when there will be interruptions to</p>

		<p>'normal' business due to unpredictable events and/or circumstances. As a consequence there will be occasions when a post holder's necessity for concentration will be interrupted to manage unpredictable issues outside of the their control that requires urgent attention in order to maintain services, e.g. unplanned absences, equipment failure, adverse incidents etc. In the main this will be within the post holder's service area or job family.</p> <p>However, in other circumstances for reasons associated with ensuring wider service provision or contingency arrangements in support of business continuity plans there can be occasions when a post holder may be requested to operate beyond their normal span of control. It is not expected or anticipated there will be a frequent or regular occurrence for post holders to work outside their span of control service in congruence with the areas 1-3 identified above. Furthermore, it would only take place after appropriate training and support is given where/if necessary and in consultation with the post holder.</p>
<p>3. Emotional Effort</p>	<p>Describe the nature of any emotional effort involved in the post, including frequency and duration of any emotional effort required.</p>	<p>The post holders duties are non-clinical and do not involve direct patient care. However, there is a possibility that there may be indirect exposure to upsetting and/or distressing circumstances on infrequent occasions in the context of patient care.</p>

		<p>As a Support Services Supervisor the post holder will have line management responsibility for dealing with staff issues. As a consequence there will be occasions when the management of staff may provide exposure to personal and/or confidential matters relating to a staff members personal/home circumstances; the nature of which the post holder may find upsetting, distressing and difficult to deal with emotionally; e.g. an unexpected death, ill health, domestic violence etc. The impact on the post holder in terms of providing support to colleagues and signposting staff to the Trust support mechanism and psychological can be challenging; depending upon the circumstances prevailing at the time.</p>
<p>4. Working Conditions</p>	<p>Describe the nature of the working conditions of the post including the frequency and duration of exposure to any adverse conditions.</p>	<p>As the first line manager of patient/client facing services there may be occasions when there is exposure to unpleasant conditions; odour, cleanliness, heat, moisture, noise etc.</p>

Signed: 

Date: May 2022

Management Side Representative

Signed:

Date: May 2022

Staff Side Representative

Kerr, Hayley

From: Trainor, Seamus
Sent: 12 May 2022 18:59
To: Maura McKenna; McCarthy, Conor
Subject: FW: Support Service Supervisor
Attachments: Local Advisor Questions (Support Service Supervisor) March 2022 (002) amended.doc; Local Advisor Questions (Support Service Supervisor) AfC Submission - Final 11 May 2022.doc

Conor

As discussed

As a consequence there will be occasions when a post holder's necessity for concentration will be interrupted to manage unpredictable issues outside of their control that requires urgent attention in order to maintain services, e.g. unplanned absences and subsequent impact on staff rotas, equipment failure and disruption to services, adverse incidents and/or accidents, ad hoc job requests etc. In the main this will be within the post holder's service area or job family discipline.

Regards

Seamus

From: Trainor, Seamus
Sent: 12 May 2022 18:33
To: Maura McKenna [redacted]@hscni.net>; McCarthy, Conor [redacted]@belfasttrust.hscni.net>
Subject: RE: Support Service Supervisor

Maura

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I have attached both copies of the LAQs again. If anything I feel I have enhanced the answers.

Physical Effort

Describe the nature of physical effort...

I didn't feel the suggested change describes the nature of the physical effort.

May have to cover all duties across all disciplines as and when required when staffing levels are depleted

I have however built this into mental effort and provided a fuller answer; see below.

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To take account of the above I had enhanced the answer to read:

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I hope you are content with this I just need to finalise the joint comms to Supervisors?

Regards

Seamus

From: Maura McKenna [redacted]@hscni.net>
Sent: 12 May 2022 12:57
To: McCarthy, Conor [redacted]@belfasttrust.hscni.net>; Trainor, Seamus [redacted]@belfasttrust.hscni.net>
Subject: RE: Support Service Supervisor

"This email is covered by the disclaimer found at the end of the message."

Seamus, meeting with Conor and I hadn't received this as you didn't have right email address, happy with the changes you made to emotional effort but feel that the physical and mental should revert to what I had forwarded to you, hopefully you agree to this
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From: McCarthy, Conor [redacted]@belfasttrust.hscni.net]
Sent: 11 May 2022 16:13
To: Maura McKenna [redacted]@hscni.net>
Subject: FW: Support Service Supervisor

Chat with you tomorrow Maura I would like NIPSA and UNITE confirmation that they are happy with content before we send out, what do you think ?

Conor Mc Carthy
Unison
Branch Sec. RVH

From: Trainor, Seamus [redacted]@belfasttrust.hscni.net>
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Maura/Conor

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I will work on a joint communication tomorrow for wider distribution to Supervisors to provide clarity on the stage at which the process is entering into.

It's taken a while but thanks for your input.

Regards



Seamus Trainor
Co-Director for Patient & Client Support Services
Nursing & User Experience Directorate
Elliott Dynes
Royal Group of Hospitals

Telephone: [redacted]
Mobile: [redacted]
Email: [redacted]@belfasttrust.hscni.net



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Openness & Honesty



Compassion

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LOCAL ADVISORS QUESTION AND ANSWER FORM

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(Mgt Side)

Seamus Trainor

Name Advisor 2
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JOB REF:

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<p>4. Working Conditions</p>	<p>Describe the nature of the working conditions of the post including the frequency and duration of exposure to any adverse conditions.</p>	<p>As the first line manager of patient/client facing services there may be occasions when there is exposure to unpleasant conditions; odour, cleanliness, heat, moisture, noise etc.</p>
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Date: April 2022

Management Side Representative

Signed:

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Staff Member

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<p>As the first line manager of patient/client facing services there may be occasions when there is exposure to unpleasant conditions; odour, cleanliness, heat, moisture, noise etc.</p>	<p>Describe the nature of the working conditions or the post including the frequency and duration of exposure to any adverse conditions.</p>	
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