

JOB DESCRIPTION

Title: Housekeeper

Responsible To: Senior Housekeeper

Responsible For: N/A

Date: September 2011

1.0 GENERAL

- 1.1 Under the general supervision of the line and duty manager, to carry out the duties in a way that respects the rights and dignity of the individual and promotes independence. To work in accordance with the aims and objectives of the Care Home and its policies and procedures.
- 1.2 To work as a member of the team, liaising with other employees as necessary to achieve the best service possible.
- 1.3 A Housekeeper's duties are below, however depending on the needs of the Home, Housekeepers may be asked to provide cover within other areas of the Hotel Services team, namely in the laundry, or the kitchen. If such cover is requested, the Housekeeper will be given guidance or training if necessary on the tasks they are required to undertake.

2.0 MAIN DUTIES

- 2.1 To maintain the cleanliness and hygiene of all communal areas including bathrooms, toilets and sluices.
- 2.2 To carry out general cleaning duties, maintaining agreed standards of cleanliness at all times.
- 2.3 To maintain the cleanliness and hygiene of resident's rooms as agreed with the individual resident's.
- 2.4 To ensure the correct and appropriate use of all cleaning products, safe storage and disposal in accordance with COSHH regulations.
- 2.5 To report any defects in building or equipment to the Duty Manager.
- 2.6 To use safety equipment, as provided, to protect own self and clothing.
- 2.7 To carry out, as required, any other cleaning duties that are required for the general cleanliness and health and safety of the home, residents and staff.
- 2.8 Where required, to assist with the service of breakfast, coffee and lunch, tea and drinks to the residents.

3.0 MISCELLANEOUS

- 3.1 To attend team meetings, supervision meetings and training sessions and to ensure that any training needs identified are met supervise and training sessions.
- 3.2 To answer the telephone if a member of the Care Home Management Team is not available, to answer the door, greet visitors and confirm identity, ensuring that the appropriate records are updated.
- 3.3 To carry out any other duties consistent with the nature and scale of the post as may be required from time to time to ensure the well being of the residents and the home, and support the general running of the Care Home.
- 3.4 To comply with the CHS Group Health and Safety policy and procedure, and with HACCP and COSHH regulations
- 3.5 To comply with the CHS Equality and Diversity Policy Statement.
- 3.6 To comply with CHS's Schedule One Policy and Procedure (Housing Act 1996) relating to any possible conflict of interest relating to the business of CHS.
- 3.8 To carry out any other duties consistent with the nature and scale of the post as may be required from time to time to ensure the well being of service users and support the running of the service.

Behaviours:

1. **Communication** – takes steps to keep others informed about what they need to know
 - Keeps people properly informed
 - Communicates to people in the way agreed with them
 - Listens to comments that people make and takes them into account when communicating to groups or individuals
2. **Customer Focus** – seeks to understand the needs of internal and external customers and aims to exceed these consistently
 - Listens to and understands what customers have to say
 - Passes on relevant comments to the appropriate person when does not have the authority to handle the matter themselves
 - Has a clear plan as to what is expected to be achieved for their customers
3. **Flexible and Adaptable** – adopts a practical approach to achieve the required results
 - Looks for the benefits and ways a new idea might work before identifying potential problems
 - When it is necessary, is prepared to assume other roles
 - Listens to and discusses new ideas
4. **Teamwork** – works effectively with others and ensures team objectives are met
 - Shows understanding of colleagues when they are under pressure
 - Helps colleagues where possible when they are struggling
 - Acknowledges the good things others do

As the needs of the organisation change rapidly, this role will change accordingly, therefore this document should be viewed as guidelines which are subject to change