

JOB DESCRIPTION

Title: Housekeeper – Housing with Care

Responsible To: Care and Support Manager

Date: Reviewed 2018

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Overall Purpose:

To provide tenants with a high level individualised housekeeping service.

1.0 Principal Duties

- 1.1 To carry out the housekeeping duties as directed.
- 1.2 To support tenants through the delivery of a housekeeping service.
- 1.3 To report to the Scheme Manager any defects in the building or equipment.
- 1.4 To advise the Scheme Manager when more cleaning supplies are required.
- 1.5 To understand the responsibility and independence of the tenants and to carry out cleaning duties in a manner that is supportive of this.

2.0 Housekeeping Service

- 2.1 To carry out housekeeping duties as detailed in the specification plan agreed with the tenant. This can include cleaning in tenants flats, local shopping (with or on behalf of a tenant), and laundry.
- 2.2 Cash transactions (e.g. in relation to shopping), to be dealt with as directed in the Money Handling Policy.

3.0 General

- 3.1 To comply with the CHS Health, Safety and Welfare Policy, and contribute to good Health and Safety practices as appropriate.
- 3.2 To comply with the CHS Equality and Diversity Statement and Policy, and promote equal opportunities within CHS.

- 3.3 To undertake other duties in accordance with the nature and scale of the post that may be agreed from time to time.
- 3.4 To attend such training as required.

Behaviours

Customer focus - Seek to understand the needs of internal and external customers and aim to exceed these consistently

Delivering results - Have clear and agreed goals and meet them

Flexible and adaptable - Adopt a practical approach to achieve the required results

Teamwork - Work effectively with Manager and ensure Scheme objectives are met

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