

PERSON SPECIFICATION

Post: Housekeeper
Section: Residential Home or Extra Care Service
Written by: Denise Taylor
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Minimum essential requirements	application interview test
Skills:	
<ol style="list-style-type: none"> 1. Ability to plan and organise own work-load effectively and to ensure that routine tasks are carried out promptly 2. Ability to take clear messages on behalf of other members of the team 3. Ability to carry out and complete routine work quickly and effectively 4. Ability to communicate appropriately with a wide range of people, including residents, their families and friends, and other colleagues within the CHS Group 5. Ability to identify with the needs of older people 	<p style="text-align: center;">A & I</p> <p style="text-align: center;">A</p> <p style="text-align: center;">A</p> <p style="text-align: center;">A & I</p> <p style="text-align: center;">I</p>
Knowledge:	
<ol style="list-style-type: none"> 1. An understanding of the needs of frail older people 2. An awareness Health and Safety, HACCP and COSHH and subsequent revisions or ability to attain 	<p style="text-align: center;">A & I</p> <p style="text-align: center;">A & I</p>
Experience:	
<ol style="list-style-type: none"> 1. Transferable life experience 	<p style="text-align: center;">A & I</p>
Behaviours:	
<ol style="list-style-type: none"> 1. <i>Communication</i> – takes steps to keep others informed about what they need to know <ul style="list-style-type: none"> ▪ 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. <i>Customer Focus</i> – seeks to understand the needs of internal and external customers and aims to exceed these consistently <ul style="list-style-type: none"> ▪ 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. <i>Flexible and Adaptable</i> – adopts a practical approach to achieve the required results <ul style="list-style-type: none"> ▪ 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 	<p style="text-align: center;">I</p> <p style="text-align: center;">I</p> <p style="text-align: center;">I</p>

<ul style="list-style-type: none"> ▪ Listens to and discusses new ideas <p>4. <i>Teamwork</i> – works effectively with others and ensures team objectives are met</p> <ul style="list-style-type: none"> ▪ Shows understanding of colleagues when they are under pressure ▪ Helps colleagues where possible when they are struggling ▪ Acknowledges the good things others do 	I
Qualifications / Training:	
None	
Special Requirements:	
<ol style="list-style-type: none"> 1. The post holder must maintain satisfactory enhanced Criminal Records Bureau disclosures 2. The post holder must be eligible to work in the UK 3. The post holder must be able to drive / have access to transport, as the role may be required to provide a service at any of the CHS Group's residential / extra care schemes 	A A A & I