

JOB DESCRIPTION

Name:		Line Manager:	
Job Title:	Housekeeper	Line Manager:	Head Housekeeper
Location:	Parkside, 65 Main Road, Romford	Date:	November 2018

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties. However, it is not exhaustive, and may be reviewed as required.

Key Purpose of the Job

To provide an excellent cleaning and support service to residents and across the building

Generic Job Responsibilities:

To maintain a loving Christian environment.

To ensure the application of the home's philosophy, in order to meet the aims of the home's Statement of Purpose.

To ensure high standards of cleaning is provided and maintained within current legislation, the organisation's policies and values.

To ensure dignity and individual personalities are respected at all times.

Specific Job Responsibilities:

To follow the general daily list of Housekeeper duties, allowing flexibility to complete reactive tasks within required timescales

Take directions from Head Housekeeper and Duty Day Care leader as required, to provide reactive services to residents and assist the Carers to deliver a cleaning service.

To respond to calls from residents on buzzers, dealing with first response as appropriate, calling Carers or Support Worker for assistance where required. Respond to emergency buzzers immediately and offer support where required

To clean and tidy each resident's room/ensuite to a high standard including bodily fluids, empty bins, vacuuming, dusting, reporting repairs/damage

To clean and tidy all communal areas in the building, including offices

Act as Keyworker to one or two residents, following list of tasks for keyworker role, that may include liaison with relatives

Maintain high standards of infection control by following the homes policies and procedures

Change bed linen as required, ensure that dirty linen and clothes are properly removed into laundry bags

To promptly wash, dry and iron residents clothing and return to the residents wardrobes and cupboards as required, maintaining high standards to the residents satisfaction and within the general list of housekeeper duties.

Take responsibility to answer the phone or open the door to visitors as and when required and offer initial advice and support to all callers

To update actions on support provided to residents on Person Centered Software, including Ipods

Support the Care and Support team to maintain a tidy environment including in residents rooms

Support the Catering Manager to provide a cleaning service in the kitchen and hospitality areas.

Respond to requests from residents and families for support requirements

Deep clean resident rooms and communal areas on a periodic basis as required, including behind

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radiators and clean carpets as and when required using the carpet cleaner.
To update actions on support provided to residents on IT software, including Ipods
To water any internal plants, hanging baskets and support residents to provide vases for flowers and then dispose of any dead flowers and plants as required.
To participate in staff meetings and in training activities as required
Respond to requests from residents and families for cleaning requirements
To comply with Health and Safety requirements at all times.
To be proactive during your shift, to look for cleaning requirements across the building and complete as required.
Other appropriate duties for the role that may be assigned to the post from time to time and especially by the Head Housekeeper/Deputy Manager

Key Working Relationships:

Internal:	Registered Manager, Deputy Manager, duty care leader, carers and Support Workers.
External:	Family and friends of residents.

Resources for which the Job Holder is accountable:

People:	None
Budget:	None
Fixed Assets:	Fixed Assets: Hoovers, washing machines tumble driers, Iron, press.

Person Specification:

Business Impact:	Caring, thorough, flexible and diligent. Team working with Care and Support teams
Qualifications/training:	Infection Control, COSHH, Manual handling, ideally worked as a cleaner or Domestic for 12 months.
Skills/Experience:	Experience of cleaning in a home/commercial environment. Must have excellent customer awareness skills, willing to support people in need, cooperate with colleagues across teams, take initiative to respond to resident's requests and contribute to the provision of a hospitality service. Fit and healthy enough to do Manuel handling and mobile enough to clean across a large building with three floors.

Declaration:

I have read and understood the above job description.

Job Holder's signature: _____ Date: / /

Line Manager's signature: _____ Date: / /